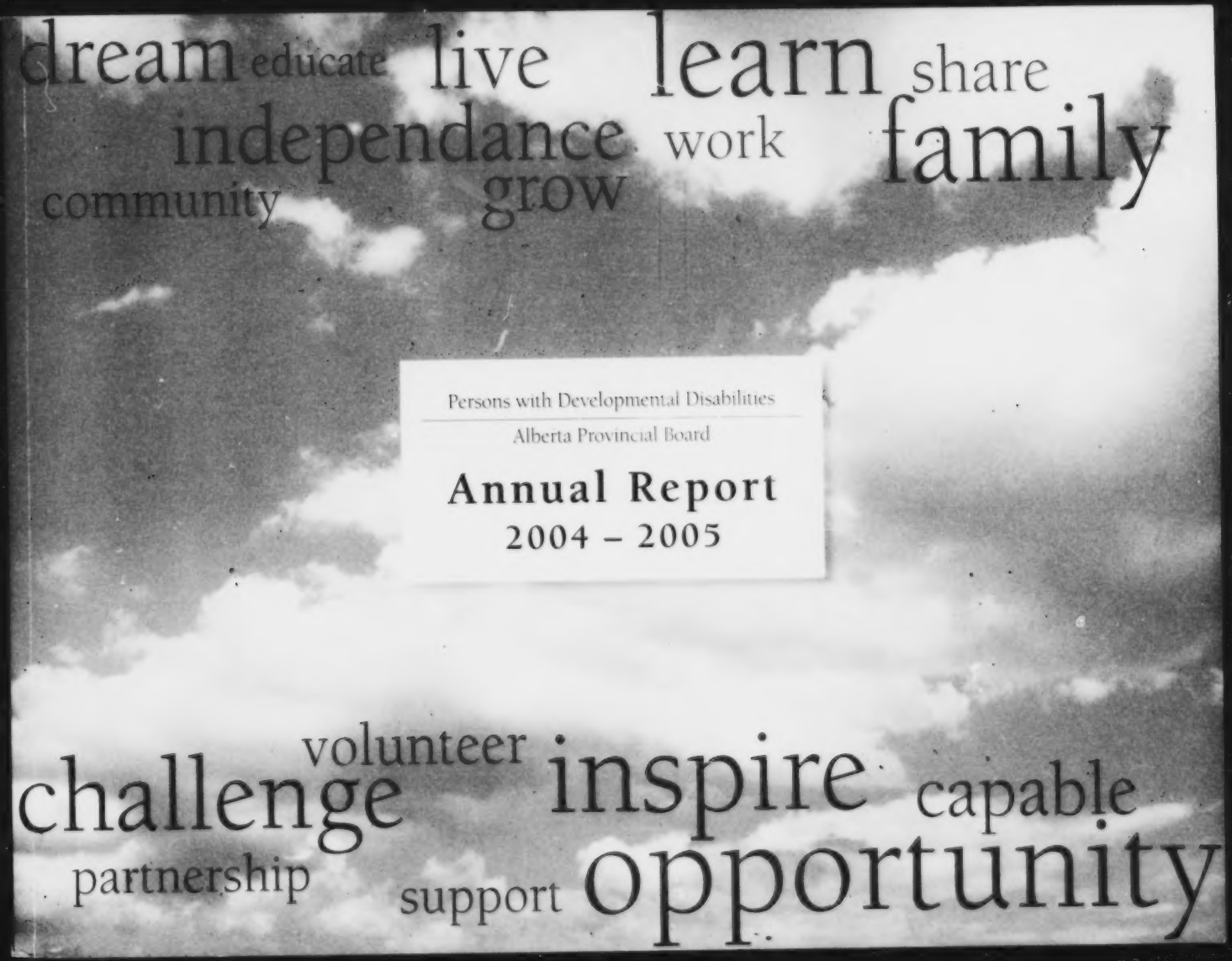
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Persons with Developmental Disabilities
Alberta Provincial Board
Annual Report
2004 – 2005
volunteer
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inspire
capable
partnership
support
opportunity

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Preface

The Provincial Board complies with government annual reporting requirements with two annual reports. As per the ***Government Accountability Act***, the Provincial Board reports audited financial statements of the individual entities that make up the consolidated Persons with Developmental Disabilities organization, as well as the program results that support the ministry's business plan in the Ministry of Seniors and Community Supports Annual Report. In accordance with the ***Persons with Developmental Disabilities Community Governance Act***, the Provincial Board also prepares this more detailed annual report for the Minister, the Alberta Legislature, and the Board's other stakeholders.

The Provincial Board is in compliance with government reporting standards for both reports. This Annual Report of the Persons with Developmental Disabilities Provincial Board contains the Board Chair's Accountability Statement, the summary financial statements of the Board and a comparison of actual performance results to desired results set out in the Board's three-year business plan.

This annual report also includes other financial information as required by the ***Financial Administration Act*** and ***Government Accountability Act***, either as separate reports or as a part of the financial statements.

The Provincial Board respectfully submits this report to the Honourable Yvonne Fritz, Minister of Seniors and Community Supports, who is responsible for the Persons with Developmental Disabilities Boards.

Message From the Minister

As Minister of Seniors and Community Supports, I am pleased to present the 2004 – 2005 Annual Report for the Persons with Developmental Disabilities (PDD) Provincial Board. This report reflects how we, as a province, support adults with developmental disabilities. It also includes the PDD Provincial Board's plans for the future, as Alberta begins its second century as a province.

Adults with disabilities and their families want and deserve the same opportunities as other Albertans. They want jobs, homes, relationships and community connections that will improve their quality of life. They also want to make their own decisions and be fully included in their communities. For these goals to become a reality, PDD is committed to supporting the people they serve.

The PDD Provincial and Community Boards will continue to work with people receiving supports, while maintaining links with other ministries, local authorities and organizations, and the business community. By working together, we can achieve our vision of a province where adults with developmental disabilities are fully included in our communities.

In the fall of 2004, Alberta Seniors and Community Supports expanded to include a number of programs for people with disabilities, including PDD. Bringing these programs together under one ministry for the first time will allow us to better coordinate our services. I look forward to working with PDD as we explore new opportunities for people with developmental disabilities.

Thank you to the members of the PDD Provincial and Community Boards for their ongoing dedication to the vision of a better life for adults with developmental disabilities.

Yvonne Fritz
Minister of Seniors and
Community Supports

Accountability Statement

The Annual Report for the Provincial Board for the year ended March 31, 2005, was prepared under my direction in accordance with the ***Government Accountability Act***, the ***PDD Community Governance Act*** and government's accounting policies. All material, economic and fiscal implications known as of May 16, 2005, have been considered in the preparation of this report.

Betty Thompson, Chair
Provincial Board

Message from the Chair

It is my pleasure to submit the 2004 – 2005 Annual Report for the Provincial Board for Persons with Developmental Disabilities (PDD) to the Honourable Yvonne Fritz, Minister of Seniors and Community Supports. This report provides a summary of the activities and results of the Provincial and six Communities Boards for the 2004 – 2005 fiscal year.

During the past year, PDD became part of the Ministry of Seniors and Community Supports. We welcome our new Minister, Yvonne Fritz, and look forward to working with her in an effort to create an Alberta where persons with developmental disabilities are truly included in their communities.

The Board continues to work on building the capacity of Alberta communities to include individuals with developmental disabilities through PDD activities and supports. In its second year, the Community Capacity Initiative experienced an increase in the proportion of community partners involved in the program. Projects were designed to increase the knowledge of community members in how to best include all people and to develop resources to encourage inclusion.

In 2004 – 2005, approximately one-third of individuals receiving PDD funding accessed employment-related supports. The Rotary Employment Project, a partnership that includes PDD, the Alberta Association for Community Living and Alberta Rotary Clubs in four PDD regions, continues to expand and we thank the Rotary members for their commitment to this program.

PDD also provides funds for Inclusive Post-secondary Education, in which Alberta has been a world leader since 1987. This program continues to expand both in the number of post-secondary institutions offering inclusive opportunities and the number of students enrolling in programs around the province. This program provides Albertans with developmental disabilities more opportunities for skill development and employment.

In 2004 – 2005, PDD continued to support the growth of self-advocacy in our province by supporting the Leadership Today Society in delivering workshops and leadership skill developmental courses for adults with developmental disabilities. Graduates of these programs contribute greatly to PDD through their participation in community governance. PDD also supported the first ever Alberta Self-advocacy Summit in the fall of 2004, which more than 200 adults with developmental disabilities attended.

PDD also continued its work on clarifying the roles and responsibilities of our Provincial and Community Boards as well as our partners in creating communities across our province where adults with developmental disabilities have the opportunity to be fully included. I would like to especially thank the Policy Development Committee of the Provincial Board for their work in consulting stakeholders across the province and the development of a Governance and Accountability Framework. The framework will shape an expanded vision for including everyone in our communities, making Alberta stronger and socially richer.

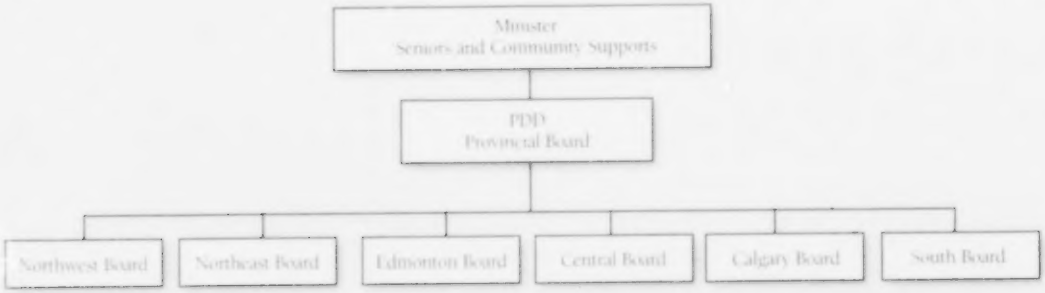
In addition, I would like to take this opportunity to thank those board members who completed their terms with PDD in 2004 – 2005 as well as those who continue to serve. Your commitment and service is greatly appreciated. I would also like to welcome the new members to Provincial and Community Boards. Our boards are already reaping the benefits of your expertise and I look forward to continuing to work with you.

Sincerely,
Betty Thompson, Chair
PDD Provincial Board

Provincial Board Members

Betty Thompson, *Chair (Calgary)*
Blair Lundy, *Vice-chair (Leduc)*
Paul Renfree, *Northwest Region Community Board (Grande Prairie)*
Don Schultz, *Northeast Region Community Board (Barrhead)*
Don Risdon, *Edmonton Region Community Board (Sherwood Park)*
Ron Crossley, *Central Region Community Board (Red Deer)*
Art Froehlich, *Calgary Region Community Board (Calgary)*
Sharon Rowntree, *South Region Community Board (Lethbridge)*
Norma Berg, *Member at Large (Brooks)*
Donna Desjardins, *Member at Large (St. Paul)*
Jim Johnson, *Member at Large (Edmonton)*
Gordon Pearce, *Member at Large (Calgary)*
Donald Saunderson, *Member at Large (Medicine Hat)*
Frank Schoenberger, *Member at Large (Calahoo)*
Barbara Stewart, *Member at Large (Edmonton)*

Organizational Structure



The Persons with Developmental Disabilities (PDD) community governance structure, as established in legislation, consists of a Provincial Board and six Community Boards. The Provincial Board reports to the Minister of Seniors and Community Supports, who appoints all PDD Board members, which totaled 69 as of March 31, 2005. The Provincial Board is directly accountable to the Minister, while the Community Boards are accountable to the Minister through the Provincial Board.

In the 2004 – 2005 fiscal year, the Persons with Developmental Disabilities Boards included the Provincial Board, the Northwest Region Community Board, the Northeast Region Community Board, the Edmonton Region Community Board, the Central Region Community Board, the Calgary Region Community Board, and the South Region Community Board.

The Provincial Board develops, implements, and evaluates a provincial plan for the delivery of supports to adults with developmental disabilities. The Provincial Board also coordinates, funds, monitors, and assesses Community Boards in the carrying out of their activities.

Community Boards develop, oversee and evaluate the implementation of regional plans for the delivery of supports, based on community priorities, regional needs, and direction of the Provincial Board.

Management's Responsibility for Reporting

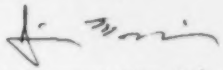
The preparation of the financial statements, management discussion and analysis in this annual report are the responsibility of management. The financial statements have been prepared in conformity with Canadian Generally Accepted Accounting Principles (GAAP), using methods appropriate for the industry in which PDD Boards operate and necessarily include some amounts that are based on informed judgments and best estimates of management.

The Chief Executive Officers of each of the PDD Boards have the primary responsibility and accountability for the consolidation of regional information pertaining to their respective entities. Responsibility for the integrity and objectivity of the consolidated financial statements and performance results rests with the Chief Executive Officer of the Provincial Board.

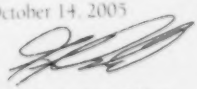
Management is responsible for maintaining a system of internal controls that consider costs, benefits, and risks and are designed to:

- maintain accountability of public money
- provide reasonable assurance that transactions are executed in accordance with prescribed legislation and regulations and are properly authorized and recorded
- provide information to manage and report on performance
- safeguard the assets and properties of the Province under PDD administration
- provide any information the Minister of Seniors and Community Supports needs to fulfil her responsibilities
- facilitate preparation of business plans and annual reports required under the *Government Accountability Act*

As Chief Executive Officer, I ensure that PDD's financial administration and reporting functions are established and maintained under the direction of the Chief Financial Officer to achieve these objectives.



Chief Financial Officer Endorsement
October 14, 2005



Chief Executive Officer
October 14, 2005

PDD Vision

An Alberta that honours and respects the dignity and equal worth of persons with developmental disabilities.

PDD Mission

To create an Alberta where adults with developmental disabilities are included in community life.

Core Businesses

To enable adults with developmental disabilities to sustain quality lives.

To recognize and support communities' capacity to include persons with developmental disabilities in community life.

To ensure the community governance system is responsive and accountable to individuals with developmental disabilities and their families/guardians and their communities.

Operations

The Persons with Developmental Disabilities program delivers supports and services for more than 9,100 adult Albertans with developmental disabilities. The services consist of three types of supports: residential supports, employment supports and community supports, either specialized or access related. Most PDD-funded services are provided by community service providers who contract with PDD regions, or directly with individuals, families and guardians.

PDD staff in each of the six PDD regions governed by Community Boards assess eligibility for program services, work with individuals and guardians to determine the kinds of supports required, and assist individuals to link with services. Regional PDD staff also manage contracts with community service providers.

In addition, PDD directly delivers 24-hour care and residential accommodations for adults with developmental disabilities with complex care requirements in three regions. The Edmonton Region Community Board operates Residential and Support Services. The Central Region Community Board operates Michener Services, which has facilities in Red Deer and Youngstown. Calgary Region Community Board operates Graduated Supports, comprised of Scenic Bow/Legion Group Homes, 200 Scenic Bow Park and Parkmont Achievement Centre.

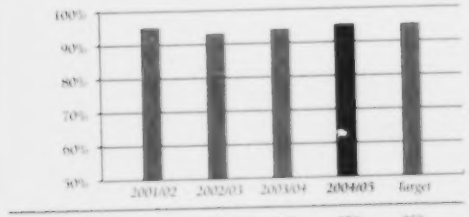
In 2004 – 2005, the PDD program employed approximately 1,300 government staff. More than 80% of these employees were assigned to the government facilities operated by the Edmonton, Central and Calgary regions.

Results Analysis

Goal 1:
Adults with developmental disabilities are living quality lives in their communities.

Performance Measure

1.1 Control is being exercised by adults with developmental disabilities who are supported by PDD-funded services



	2001/02	2002/03	2003/04	2004/05	Target
Performance Measure	93%	93%	94%	93%	93%

***Data source**: Annual Creating Excellence Together (CET) Certification surveys results*

As part of the 79 CET certification surveys of PDD-funded service providers completed in 2004 – 2005, surveyors had conversations with 463 individuals with developmental disabilities and their family/guardians, selected randomly from the service providers' nominal rolls. Results reported above are from Quality of Life Standard Six.

Actions and Results

Person-centred Approaches to Planning

PDD strengthened its person-centred approaches to planning supports and services for individuals. After extensive consultation and completion of demonstration projections, a cross-stakeholder team drafted a funding policy based on a person-centred approach to planning, flexibility in funding options, increased accountability, and simplification of administrative processes.

Community Boards sponsored workshops, implemented demonstration projects, and developed planning guides for families, individuals with developmental disabilities and service providers that are available on-line and in workbook and CD-ROM formats.

PDD, in partnership with the Alberta Association of Rehabilitation Centres, monitored PDD-funded service providers through the CET Standards to ensure services assist individuals in identifying their personal goals and the types of support required when developing and reviewing their service plans.

Transitions

PDD Community Boards worked with regional Child and Family Services Authorities' staff and families to plan transition for youth moving into adult services.

Community Boards also sponsored open houses and workshops to provide an opportunity for families and individuals to learn about adult services.

PDD sponsored learning opportunities for PDD staff, service providers and families to facilitate the development of appropriate service models for aging individuals. Two provincial committees, the Coalition on Aging and Developmental Disabilities and the Alberta Forum on Aging and Developmental Disabilities, assisted PDD in this work.

Supporting Self-advocates

The Leadership Today Society of Alberta, with PDD support, delivered self-advocacy and leadership skills development courses for adults with developmental disabilities last year. More than 700 people from all over Alberta have participated in these courses since Leadership Today was first established in 1998. PDD continues to benefit as an organization from the participation of Leadership Today graduates in community governance.

PDD further fostered the growth of individual advocacy by supporting the first Alberta Self-advocacy Summit, held in Edmonton in September 2004, with more than 200 adults with developmental disabilities in attendance. Participants worked on strategies for addressing low income and discrimination that some adults with developmental disabilities experience.

Abuse Prevention and Response Protocol

PDD strengthened safeguards for the prevention of the mistreatment of individuals receiving PDD-funded services. PDD provided further Abuse Prevention and Response Protocol training for service providers and educational material for individuals and families. Additionally, each Community Board developed and implemented enhanced regional abuse prevention strategies.

PDD continued to monitor the security of individuals receiving PDD-funded services by ensuring that every allegation of mistreatment was reviewed.

In 2004 – 2005, PDD responded to 333 allegations of mistreatment of individuals receiving PDD-funded services. Of these, 135 were founded. PDD monitored each situation to ensure appropriate follow-up and risk management strategies were in place to prevent further issues.

Plain Language Publications

PDD expanded its capacity to communicate more effectively with individuals receiving PDD-funded services. Individuals with developmental disabilities assisted PDD with the translation of key documents into plainer language. The South Region Community Board supported the creation of a business venture operated by individuals with developmental disabilities for the purposes of plain language translations.

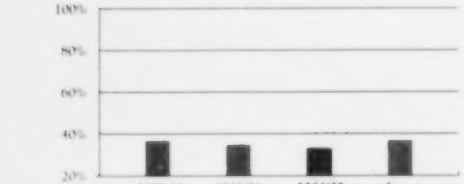
Examples of plain language documents developed include:

- Pamphlet on keeping safe "I Feel Good About Me!"
- A series of resource guides on home ownership
- Highlights of the 2003 – 2004 Annual Report
- Community Board Business Plans
- Self-advocacy Summit Report
- PDD Community Research Program Reports
- PDD IF Funding and Planning Guides

Goal 2
Persons with developmental disabilities are participating in and contributing to the Alberta economy

Performance Measure

2.1 Adults with developmental disabilities supported by PDD-funded services are participating in and contributing to Alberta's economy through employment and participating in productive or skill development activities.



	2002/03	2003/04	2004/05	Target
Performance Measure	37%	35%	33%	37%

***Data Source**: PDD Consolidated Service System (CSS).*

This measure reports the percentage of adults with developmental disabilities receiving PDD-funded supports who are employed or participating in productive or skill development activities, as measured by data available from the PDD information system CSS.

Actions and Results

PDD Employment Supports

In 2004 – 2005, PDD funded employment-related supports, which include employment preparation, job placement and worksite support, for approximately one-third of individuals receiving PDD services. Although the proportion of individuals receiving PDD-funded services who were participating in employment-related activities declined slightly, more individuals were working than in 2003 – 2004.

Overall, 19% of individuals receiving PDD-funded services were employed, although not always full-time. Thirty percent of families reported[1] that their sons and daughters would like to be working more than they are.

Inclusive Post-secondary Education

PDD-funded Inclusive Post-secondary Education (IPSE) programs continued to expand, with 59 students enrolled around the province. IPSE programs offer skill development and transitional opportunities for individuals with developmental disabilities from public school to employment.

Alberta is a world leader in this field. Participating institutions include the University of Alberta, University of Calgary, Grant MacEwan College, Red Deer College, Olds College, Lethbridge Community College, NAIT, Athabasca University, Lakeland College (Vermilion), Grande Prairie Regional College, Mount Royal and St. Mary's University College in Calgary.

Rotary Employment Project

The Rotary Employment Project is a partnership among PDD, the Alberta Association for Community Living and Alberta Rotary Clubs in the Northwest, Edmonton, Central and Calgary regions. Last year the project had 22 participating employers, with 23 persons with developmental disabilities employed. The project continues to expand as resources are developed regionally.

[1] 2004 – 2005 PDD Family/Guardian Satisfaction Survey results.

Awareness

PDD partnered with the Human Rights Commission and Community Supports Systems Division (formerly of Community Development and transferred to the Ministry of Seniors and Community Supports in November 2004) on the ***Help Make A Difference Initiative***. Television commercials that promoted ways of building strong and inclusive communities aired on Global Television in Alberta.

PDD Provincial Board also updated its website to feature new videos showcasing inclusive living. The Provincial and Community Boards published more than 25 different PDD newsletters for distribution to individuals, families and stakeholders last year.

Volunteerism

Many persons with developmental disabilities contributed to their communities through volunteerism. Families and guardians[2] reported that 58% of individuals receiving PDD-funded services, on whose behalf they were completing the survey, had volunteered in their community last year.

Homes in the Community

Some people with disabilities find a shortage of affordable and accessible housing to be a barrier to community living. Last year, in addition to ongoing projects in Grande Prairie, Bonnyville, St. Paul, Whitecourt and Fort McMurray, PDD worked with the cities of Edmonton and Red Deer on plans to increase the availability of affordable and accessible housing.

Last year families reported a slight increase in home ownership for their sons or daughters receiving PDD services, from 3.4% to 3.9 %.[3] Home ownership was addressed at the Self-advocacy Summit and a series of booklets on home ownership were developed for individuals interested in exploring this option.

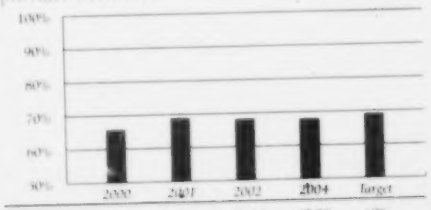
Celebrating Leadership

PDD recognized leaders and advocates for individuals with developmental disabilities at the third annual Norm McLeod Community Inclusion Awards Celebration, May 12, 2004. Roy Skoreyko received the Norm McLeod Leadership Award. Eyla Rogers received a Dreamweaver Award, and Muriel Rieger received a Community Champion Award.

Additionally, PDD Community Boards hosted local events to recognize and celebrate the contributions of individuals, families, communities and service providers in creating an Alberta where individuals with developmental disabilities are included in community life.

Performance Measure

2.2 Annual retention rate in the community service provider workforce



Performance Measure	65.6%	68.7%	68.1%	67.7%	69%

Data Source: *Staff Turnover in PDD services for 2004 (VRRI) based on responses from 119 community agencies, representing 7,767 employees.*

Although the drop in the retention rate in the community service provider workforce was just 0.5%, the change was considered to be statistically significant.

Actions and Results

Community Service Provider Workforce

PDD partnered with the Alberta Association of Rehabilitation Centres (AARC) on a three-year project to develop a comprehensive human resource strategy for the community rehabilitation workforce. In 2004 – 2005, research to support the initiative included job evaluations that led to the creation of six common job profiles describing work in the community rehabilitation sector. Information was also gathered on current and future workforce demographics and consumer profiles, organizational characteristics of exemplary employers in the industry, and a strategic plan for social marketing.

Recognition

PDD Community Boards, in recognition of the important role community service provider staff play in ensuring adults with developmental disabilities have quality lives, hosted recognition events to celebrate service provider staff and agency achievements. Once again, the Northwest Region Community Board awarded a training bursary to a community rehabilitation student.

Communication

Community Boards worked with regional service provider councils to enhance communication between PDD and service providers. Dialogue regarding planned changes to PDD's contractual arrangements with agencies and audit requirements continued.

South Region Community Board and staff participated in the South Region Joint Planning Group's retreat in October, with community agencies, family advocacy and self-advocacy networks. The Calgary Service Provider Council presented the ***Fair Compensation Project*** to the Chair of the Calgary Region Community Board and senior staff. In the Northwest, the Service Provider Council held meetings bi-monthly to facilitate communication between agencies and Northwest PDD. The Northeast Alberta Consortium of Service Providers sponsored a range of staff development opportunities.

Quality Assurance

In an ongoing partnership with PDD, AARC conducted 79 Creating Excellence Together (CET) Certification surveys with PDD-funded service providers. CET Standards certification provides assurance to PDD that agencies are providing quality service for the adults with developmental disabilities they support.

Goal 3

Government supports and services are responsive to persons with developmental disabilities

Performance Measure

3.1 Family guardian approval of PDD staff responsiveness

88.6%	90.9%	90%

Data Source: PDD 2004 – 2005 Family/Guardian Satisfaction Survey

1,552 families and guardians responded to the 2004 – 2005 survey, for a 3% increase in the response rate over 2002 – 2003. Although overall satisfaction increased, the change was not considered to be statistically significant.

3.2 Satisfaction by families/guardians with PDD-funded services

90%	88.7%	85.8%	91%

Data Source: PDD 2004 – 2005 Family/Guardian Satisfaction Survey

A 3% decline in satisfaction with services was statistically significant. While overall satisfaction is high, some respondents commented that staff shortages reduced service options for some individuals.

Actions and Results

PDD Operational Policy

PDD updated financial and program policy areas and enhanced monitoring processes to strengthen its controllership function.

PDD streamlined two program framework manuals. The Community Inclusion Supports Framework and the Individual Funding Manual were combined into a single document as a first step toward an updated program framework.

Monitoring

In order to strengthen accountability mechanisms for contractors, PDD implemented a risk assessment and management process for purchased services.

Provincial staff audited 2003 – 2004 PDD eligibility decisions in all six regions. There was a high degree of agreement between the review team's findings and the regional eligibility decisions.

Regional PDD staff continued to be members of CET Certification Survey teams.

Cross-ministry Collaboration

PDD collaborated with several provincial ministries to support community inclusion for persons with disabilities.

PDD worked with representatives from the Office of the Public Trustee and the AISH program to expand the AISH Benefits Administration project. To date, this option is available in the Northwest, Edmonton, Central and Calgary regions.

PDD provided advice to Health Authorities and the Alberta Mental Health Board on regional plans for the devolution of mental health services to regional authorities. PDD and the Ministry of Health and Wellness share responsibility for supporting individuals who have both mental health concerns and developmental disabilities.

PDD, Human Resources and Employment and Health and Wellness began a joint project with Skills Development Canada to fund demonstration projects for shared employment supports in each of PDD's six regions.

The PDD Community Boards worked with other government partners on the Alberta Children's Initiative to support the implementation of a Regional Integrated Case Management Model for children and youth with complex needs. This approach will improve the coordination of services for youth with disabilities who require supports from more than one ministry.

PDD had ongoing support from Alberta Community Development in working with PDD stakeholder groups on community development projects.

Human Resources

PDD is committed to ensuring government staff who work for PDD have development opportunities to ensure their skills and knowledge remain current. Last year PDD sponsored a range of training opportunities. Topics included community inclusion, person-centred approaches to planning, managing complex-care needs of adults with developmental disabilities, abuse prevention and response, as well as project and risk management.

Goal 4

Communities welcome and include persons with developmental disabilities as full citizens

Performance Measure

4.1 Qualitative Assessment of PDD community capacity initiatives

Initial report of funded initiatives provided to the Provincial Board.	Evaluation report provided to the Provincial Board.	Target 3rd report provided to the Board

Actions and Results

Community Capacity Initiative

PDD's Community Capacity Initiative was established in 2003 – 2004 to increase the capacity of Alberta communities to include and support persons with developmental disabilities.

This year the number of project and grant values were decreased compared to the previous year as boards adjusted their processes based on their experience the previous year. There was a noticeable increase in the proportion of community partners, from 36% in year one to 53% in year two, as compared to business and government partners.

Community resources to facilitate inclusion included projects such as community transportation, a community kitchen, music and theatre groups, accessible libraries, a First Nation Resource Worker and life skills courses.

Projects to enhance community knowledge on inclusion included an Everyone Belongs Workshop, a recognition event for inclusive employers, an Inclusive Education Conference, a Public Schools Breakfast Club and John McKnight Seminars.

Project Funding Summary

# of Projects		$ Committed/spent	
NW – 9	12	$120,906	$123,709
NE – 8	15	$66,000	$121,000
ED – 22	13	$ 790,500	$ 619,000
CE – 10	9	$ 238,406	$ 232,000
CA – 24	10	$ 786,108	$400,000
SO – 6	3	$ 198,210	$ 103,240
Total – 79	62	$2,200,130	$1,598,949

Fall Institute

PDD worked with Grant MacEwan College and the Alberta Association for Community Living to host a Fall Institute in October 2004 in Edmonton. The four-day event, which focused on inclusion, diversity and community capacity, drew more than 180 participants committed to community inclusion.

Transportation

PDD worked with the Ministry of Infrastructure and Transportation to include transportation-focused questions in the 2004 – 2005 PDD Family/Guardian Satisfaction Survey.

Provincially, 19% of families reported their sons and daughters did not have access to transportation to help them get around as much as they want.

PDD worked with local communities to increase transportation options for people with disabilities in communities without public transit systems. In the

2004 – 2005 PDD Family/Guardian Satisfaction Survey results

Northwest, a public transit pilot was launched in Peace River in partnership with the Town of Peace River and community agencies. In the Northeast, PDD worked with the Westlock Community Council to identify transportation needs and partner with local resources, with the town of Barrhead to sustain an accessible taxi service, and with the Vegreville Transportation Society to increase the number of accessible vehicles in the community.

Community Research Program

The PDD Provincial Board, through the Community Research Program, funded research and research-related projects that promote inclusion of persons with developmental disabilities in community life. Persons with developmental disabilities were members of the proposal review committee and participated in the research processes. Reports were received for the 2003 – 2004 funded projects that included assisting self-advocacy groups to use research in their advocacy actions, developing a model for a community-based micro-credit organization for persons with developmental disabilities in Alberta (a small financial institution which provides loans to low-income clientele to promote community economic development), documenting the story of inclusive post-secondary education in Alberta and helping adults with developmental disabilities to better understand how to work with PDD.

Collaborating with First Nations

PDD worked with First Nation and Aboriginal groups to address barriers to community inclusion experienced by First Nation persons with developmental disabilities on and off-reserve.

Northwest PDD held orientation sessions for staff regarding First Nations and Metis communities in the region. PDD Edmonton funded ***One-stop Information Referral*** with Native Counselling Services of Alberta and joined an Aboriginal Inter-Agency Network that shares resource information. In Central region, the First Nations Circle of Friends promoted Aboriginal cultural awareness and assisted members in strengthening connections with their cultural communities. South Region Community Board worked with Treaty Seven Bands to develop on-reserve resources for band members with developmental disabilities.

Goal 5: PDD Community governance is effective and accountable

Performance Measure

5.1 Provincial and Community Boards manage within their financial resources.

100%	100%	100%

Data Source: PDD Financial Statements

5.2 PDD achieves or exceeds targets for all business plan measures.

67%	50%	100%

Data Source: PDD Family/Guardian Satisfaction Survey, PDD Turnover Survey, AARC CET Report, PDD Consolidated Service System (CSS) and Financial System Reports

Although PDDs overall results were good, PDD did not meet its targets for measures 2.1 (employment for individuals), 2.2 (family/guardian overall satisfaction with services) or 3.2 (community service provider workforce turnover).

Actions and Results

Financial Resource

PDD Provincial and Community Boards monitored financial operations throughout the year to ensure that they would manage within their financial resources. Adjustments were made during the year to ensure that PDD would achieve its spending target.

Best Practices in Community Governance

PDD continued to promote best practices in the area of community governance.

The Northeast Region Community Board implemented the North Central Alberta Governance Agreement that involves 11 school boards, Child and Family Services Authority Region 7, Aspen Region Health Authority, and PDD.

Provincial and Community Board members participated in a range of training opportunities focused on best practices in governance. Twenty-four newly appointed Community Board members joined current Provincial and Community Board members at an orientation session in April 2004.

The Provincial and Community Board Audit Committee members received training to prepare them for expanded responsibilities.

The Provincial Board sponsored a Leadership Stream for direction and strategic management at the 2004 Alberta Association of Rehabilitation Centres Annual Conference.

Appeals

Adjudicating appeals is a legislated responsibility of Provincial Board members. Last year, PDD worked with Alberta Justice to develop a comprehensive Appeals Manual and to provide training to Board members to ensure that the PDD appeal process continues to meet the highest possible standards for quasi-judicial processes. Since 1998, Provincial Board has received 244 appeals.

Roles and Responsibilities

The PDD Provincial Board consulted with stakeholders throughout the province to develop a PDD Framework for Governance and Accountability. This framework clarifies roles and responsibilities of the PDD Provincial and Community Boards and provincial partners in creating an Alberta where adults with developmental disabilities are included in community life. The framework was a product of PDD's Second Century Communities Initiative that expanded the vision for inclusion of adults with developmental disabilities in Alberta's second century.

Listening to Families and Individuals

The PDD Provincial and Community Boards continued to make listening to individuals and families a priority. Boards hosted joint planning forums for families, supported the growth of Family Voices groups, and attended community meetings and events. In the 2004 – 2005 PDD Family/Guardian Satisfaction Survey, 68% of families reported they had attended PDD public meetings.

Currently three individuals with developmental disabilities are serving as interns on two Community Boards. Other Boards consulted advisory groups comprised of persons with developmental disabilities.

Generally, families appeared to be satisfied with the PDD Boards, although their satisfaction with Community Boards is slightly higher than with the Provincial Board.

	Provincial	Community
Families are aware of	85%	89%
Families satisfied with Board Role	80%	86%
Families satisfied with Board Direction	79%	85%

Financial Highlights and Statistical Analysis

Provincial Summary of Statement of Changes in Financial Position

Year Ended March 31, 2005

Management Discussion and Analysis

The PDD Boards ended the year with a consolidated net surplus of $3.1 million (2004 – $3.7 million), which represents 0.7% of revenue. Spending increased by $27.0 million (6.2%) over the prior year. This change resulted from the increasing number of people who required supports and services, an increase of 4.7%, and higher costs to serve each person, an increase of 1.4%.

PDD monitors the number of people who access funded supports and services each month. The year opened with 8,129 people receiving services in April 2004, and ended with 8,447 people in March 2005. The average number of people accessing services across the province each month was 8,280 (2004 – 7,908). This is an increase of 372 or 4.7% over the prior year. However, many of these people change from month to month. When considering this turnover factor over the course of the year, PDD funded supports and services for 9,107 (2004 – 8,696) Albertans.

There are two primary factors driving this increase: the general population of the province continues to grow; and with the effects of the baby boom, aging parents are less able to continue the level of supports they have provided to family members.

The boards also monitor the cost of funded services across the province. This cost monitoring is based on operating expenses and the average number of people served monthly. The statistic is expressed as an average monthly cost per person. Because this measure is expressed as an overall average that includes all Board costs, it is not representative of any one individual's funding, but represents a measure that is important for monitoring the funding system. For the year ended March 31, 2005, PDD's overall average monthly cost per person was $4,686 (2004 – $4,621). This was up by $65 or 1.4% over the prior year. There are three primary factors driving this increase: increasing salary costs for PDD and contracted agency staff, the increasing cost of doing business being experienced by contracted agencies, and the increasing complexity of needs of adults with developmental disabilities as they age.

The following table shows the above statistics by Board. The provincial numbers are net amounts that exclude any people who accessed services from more than one Board during the year.

Regional Comparisons

Board	Average Monthly Cases			Annual Number of People			Average Monthly Cost Per Person		
	2005	2004	% Change	2005	2004	% Change	2005	2004	% Change
Northwest	340	328	3.7%	370	369	0.3%	$4,225	$4,039	4.6%
Northeast	479	456	5.1%	538	520	3.5%	$3,946	$3,868	2.0%
Edmonton	2,471	2,334	5.9%	2,712	2,597	4.4%	$4,504	$4,501	0.1%
Central	1,706	1,683	1.4%	1,839	1,834	0.3%	$5,812	$5,660	2.7%
Calgary	2,257	2,115	6.7%	2,611	2,390	9.2%	$4,214	$4,164	1.2%
South	1,027	992	3.5%	1,110	1,047	6.0%	$4,137	$4,054	2.0%
Net Provincial	**8,280**	**7,908**	**4.7%**	**9,107**	**8,696**	**4.7%**	**$4,686**	**$4,621**	**1.4%**

Provincial Summary of Statement of Operations

For the year ended March 31, 2005 — unaudited (thousands of dollars)

	Provincial Board	Northwest	Northeast	Edmonton Note 1	Central	Calgary	South	Consolidated 2005	Consolidated 2004 Note 2
Revenue	466,290	17,316	23,035	134,356	119,460	114,510	50,948	469,203	443,496
Expenses:									
Community Living Supports	–	8,802	10,877	77,544	67,970	57,429	27,009	249,631	234,634
Employment Supports	–	1,883	1,832	6,722	2,952	8,398	2,684	24,471	24,293
Community Access Supports	–	1,944	3,899	15,583	12,651	25,845	10,548	70,470	63,506
Specialized Community Supports	–	437	476	11,748	3,670	1,873	290	18,494	17,389
Direct Operations	–	–	–	1,319	15,067	876	–	17,262	17,273
Supports to Delivery System	7,832	4,021	5,452	20,498	16,122	19,596	10,287	83,808	80,004
Board Governance	229	167	153	128	152	125	169	1,123	951
Michener Program Fund Expenses	–	–	–	–	374	–	–	374	593
Grants	456,712	–	–	–	–	–	–	–	–
	464,773	17,254	22,689	133,542	118,958	114,142	50,987	465,633	438,643
Valuation Adjustments	50	(2)	12	76	348	(47)	8	445	1,170
Other Expenses									
Loss on disposal of assets	–	–	–	–	18	–	–	18	–
Net Operating Results	1,467	64	334	738	136	415	(47)	3,107	3,683

Provincial Summary of Statement of Financial Position

As at March 31, 2005 — unaudited (thousands of dollars)

	Provincial Board	Northwest	Northeast	Edmonton Note 1	Central	Calgary	South	Consolidated 2005	Consolidated 2004 Note 2
Assets									
Cash and Short Term Investments	6,508	1,257	3,491	7,831	6,888	5,936	2,001	33,912	28,018
Accounts Receivable	37	3	2	136	325	5	22	530	821
Inventory	–	–	–	–	404	–	–	404	423
Long Term Investments	3,335	–	–	–	–	–	–	3,335	3,168
Capital Assets	45	–	–	4	1,319	189	–	1,557	1,465
	9,925	1,260	3,493	7,971	8,936	6,130	2,023	39,738	33,895
Liabilities:									
Accounts Payable and Accrued Liabilities	1,590	848	1,286	7,555	8,567	5,231	2,168	27,245	24,120
Net Assets (Liabilities):									
Net Assets (Liabilities) Beginning of Year	6,868	348	1,873	(322)	622	484	(98)	9,775	6,092
Net Operating Results	1,467	64	334	738	136	415	(47)	3,107	3,683
Transfer to General Revenue Fund	–	–	–	–	(389)	–	–	(389)	–
Net Assets (Liabilities) End of Year	8,335	412	2,207	416	369	899	(145)	12,493	9,775
	9,925	1,260	3,493	7,971	8,936	6,130	2,023	39,738	33,895

Provincial Summary of Statement of Changes in Financial Position

For the year ended March 31, 2005 — unaudited (thousands of dollars)

	Provincial Board	Northwest	Northeast	Edmonton	Central	Calgary	South	Consolidated 2005	Consolidated 2004
				Note 1				Note 2	
Operating Transactions									
Net Operating Results	1,467	64	334	738	136	415	(47)	3,107	3,683
Non-Cash Items:									
Amortization	54	16	–	4	296	112	–	482	405
Valuation Adjustments	50	(2)	12	76	348	(47)	8	445	1,170
Loss on disposal of assets	–	–	–	–	18	–	–	18	–
Decrease (Increase) in Current Assets	3	(1)	–	222	96	(1)	(9)	310	(269)
Increase (Decrease) in Current Liabilities (a)	301	(28)	128	960	256	212	853	2,682	882
	1,875	49	474	2,000	1,150	691	805	7,044	5,871
Financing Transactions									
Transfer to General Revenue Fund	–	–	–	–	(389)	–	–	(389)	–
Investing Transactions									
Purchase of Capital Assets	(29)	–	–	–	(458)	(107)	–	(594)	(438)
Increase in Long-Term Investments	(167)	–	–	–	–	–	–	(167)	(289)
	(196)	–	–	–	(847)	(107)	–	(1,150)	(727)
Net Cash Provided	1,679	49	474	2,000	303	584	805	5,894	5,144
Cash, Beginning of Year	4,829	1,208	3,017	5,831	6,585	5,352	1,196	28,018	22,874
Cash, End of Year	6,508	1,257	3,491	7,831	6,888	5,936	2,001	33,912	28,018

(a) adjusted for valuation adjustment

Note 1:

The summarized information presented is abstracted from the audited financial statements for each entity but does not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Seniors and Community Supports 2004 – 2005 Annual Report.

Note 2:

Due to elimination and classification adjustments on consolidation, and rounding, the consolidated figures do not necessarily represent the simple total of each category.

2004 – 2005
Community Board Reports

Northwest Region Community Board

Message from the Chair

It is my pleasure to present the 2004 – 2005 Annual Report of the Persons with Developmental Disabilities Northwest Region Community Board.

The year began with the appointment of five new Board members to the Northwest Region Board. This revitalized group did not hesitate to become actively involved in all aspects of Board activities and have provided a fresh outlook as our direction moves toward improving community capacity. We acknowledge Betty Barton, Sheila Hiron, Ann Martfeld, Kerrie Patrick and Trenton Perrott as they begin the second year of their term. As we close this year, we also say farewell to another Board member, Dolly McArthur. Dolly served on the Board for six years and her valued contributions will be missed.

The Board is especially pleased with the direction that the self-advocacy movement has taken in the Northwest. As the various community groups and the regional group become more experienced and established, they have also become more independent. This enables the groups to become fully incorporated within their communities and thus, more empowered to lead themselves into action.

This past year, we have been moving towards partnering with our communities so that they also become more capable of including individuals with developmental disabilities as a part of everyday life. These initiatives allow for the Northwest PDD Board to be actively involved with and within Northwest communities. We believe our communities know best what they need in terms of improving life for individuals and this local knowledge will provide better options for their citizens.

In 2004, Northwest PDD created partnerships with approximately 37 community groups to execute 13 projects throughout the region that will improve the Northwest's ability to support and include individuals. From enhancing literacy programs to identifying a community's assets to support individuals, we are delighted with the quality of these initiatives. One of these successful projects is profiled as part of this report. We look forward to future opportunities to work with our communities to eliminate barriers and create opportunities for individuals to become leaders and partners.

In closing, I extend my thanks on behalf of the Northwest Region Community Board to the Northwest PDD staff, families and service providers. Their hard work and dedication to improving the quality of life for individuals with developmental disabilities has resulted in another successful year. We look forward to continuing these efforts.

Paul Renfree, Chair

PDD Northwest Region Community Board

Paul Renfree, *Chair*
(Grande Prairie)

Al Bromling, *Vice-chair*
(Fort Vermilion)

Betty Barton (Grande Prairie)

Karen Egge (Woking)

Sheila Hiron (Sunset House)

Ann Martfeld (Valleyview)

Dolly McArthur (Grande Prairie)

Kerrie Patrick (High Prairie)

Trenton Perrott (Grande Prairie)

People Served

The Northwest Board served 370 unique individuals throughout the year. The region had an increase in the average number of individuals served monthly, from 328 per month in 2003 – 2004, to 340 per month in 2004 – 2005.

Highlights

- The Northwest Board hosted its 6th Annual Spring Celebration and Awards night in April 2004. Close to 400 guests celebrated as 15 awards were presented in the categories of Person of the Year, Employer of the Year and Community Contribution.
- David Hingsburger facilitated a workshop on abuse for Northwest self-advocates.
- Leadership Today level one training sessions took place in Peace River and Slave Lake, increasing the number of graduates in the Northwest and further establishing our five community self-advocacy groups.
- Twenty-five self-advocates from the Northwest were able to attend the first Self-advocacy Summit in Edmonton in September after connecting with Northwest businesses in order to obtain donations to cover their Summit expenses.
- The 2001 recipient of the PDD Northwest Return Service Bursary completed her service obligation and maintains employment with a Northwest service provider.
- The PDD Northwest Board funded 13 community capacity projects with approximately 37 community partners.
- The PDD Northwest Board office in Grande Prairie moved to a more accessible location.

Opportunities and Challenges

Opportunity: Northwest Region Community Board is recognized throughout the region. Organizations that provide generic supports and the community-at-large are entering into more partnerships with PDD to support individuals.
Challenge: The Board continues to develop new partnerships.

Opportunity: Smaller communities respond more quickly to the idea of developing a place for people with developmental disabilities within their own community.
Challenge: The distances between smaller communities in the region results in a great deal of travel and limits the degree to which services can be shared between communities.

Opportunity: The Northwest Advocates in Action* are an empowering and influential voice for individuals. This sets an example for the community based self-advocacy groups forming throughout the region and the province.
Challenge: Self-advocate groups continue to seek opportunities for personal growth and to make new connections in their communities in order to demonstrate their strengths.

Opportunity: Through Workforce 2010 and the Northwest Action Coalition**, service providers are collaborating on sustainable, effective approaches to community inclusion.
Challenge: High turnover among service provider staff, which is linked to low wages, drives ongoing recruiting and training efforts and disrupts the continuity of support for individuals.

Opportunity: Grande Prairie Regional College, service providers, and PDD staff jointly present an annual regional career development conference for the community rehabilitation sector in the Northwest.

* Northwest Advocates in Action Council: Northwest Region Advocates committee comprised of graduates of the Leadership Today program from the region whose purpose is to provide direct representation of individuals to the Northwest PDD Board.

** The Northwest Action Coalition is a collaboration of Northwest service providers meeting in the province of Northwest PDD to discuss issues and actions of importance.

Challenge: More recognition of how service providers and frontline staff are connected to new policy initiatives.

Opportunity: Since 2002, the region has had a more stable funding allocation approach that assists the Northwest PDD Board with balancing its budget.

Challenge: Families and social supports need to stay involved.

Opportunity: Through Community Capacity Initiatives, a team of interested community partners is developing specialized resources in the region to address the unique needs of individuals with dual diagnosis, behaviour problems and physical limitations.

Challenge: There are few resources currently available, particularly for individuals who require a degree of community support that is beyond PDD's mandate.

RECOGNITION PROFILE

Community Capacity in Motion — The Peace River Pilot Public Transportation Project

As part of the 2004 – 2005 Community Capacity Initiatives, the Persons with Developmental Disabilities Northwest Region Community Board was pleased to partner with the Town of Peace River to fund a local public transportation project that began rolling in February 2005 after three years of planning.

"The Peace River Transportation Committee formed as a result of a local citizen completing her thesis for her masters degree in Health Promotion," explains Town of Peace River Community Service Manager Tanya Bell. "As part of her thesis research she completed a needs assessment with Peace River residents with transportation barriers. She found significant concerns for low-income families, post-secondary students, seniors and people with disabilities who had few transportation options other than taxi-cabs and friends and family."

Peace River Public Transit and Passengers

In response to the information, organizations representing these groups, including the PDD Northwest Region Community Board, NAIT, the Peace Regional Women's Shelter, and Child and Family Services Authority Region 8, formed a transportation committee. They secured a Community Capacity grant from the Northwest PDD Board, as well as funds from the Town of Peace River for a public transportation project. The Northern Alberta Development Council provided valuable research support for the project.

Cardinal Coach Lines was contracted to provide a 16-passenger bus, 12 hours a day, six days a week on both sides of the river. Passengers pay a $2 fare for a one-way trip. The project, originally scheduled to end on May 21, has been such a resounding success that the Town of Peace River has extended it until the end of 2005. People with developmental

disabilities living in Peace River reported the bus has made their lives a great deal easier. Some use the bus to get to their jobs, whereas before they needed to rely on rides from family and friends. Others have used the bus for shopping, to get to medical appointments or for recreation. "I can go to McDonald's or Dairy Queen once in a while now," says one self-advocate who lives on the other side of the river, "and it's for a treat that I can afford now that I don't have to pay for taxis as often."

The scheduled route also appeals to many of the riders as they appreciate knowing when to expect the bus and can schedule their activities accordingly. "I sometimes would have to wait over 40 minutes after I called a taxi before it picked me up. It was hard to plan for things when you can't rely on taxis to show up on time," explains another self-advocate. Many reported that before they could depend on the bus showing up as scheduled, they would often just not bother participating in activities because they did not have reliable transportation.

They hope that the bus does become a permanent resource in the Town of Peace River, perhaps with expanded routes and schedule. Should that be the case, they all feel that the public bus system would be something that they could easily fit into their lives.

Northeast Region Community Board

Message from the Chair

The Northeast Region Community Board proudly presents our 7th annual report. Our major work as a Board continues to centre on supporting individuals with developmental disabilities to be included in their local communities as well as supporting communities to include persons with disabilities.

Last year saw a review of our existing methods of doing business. We brought together a broad cross section of stakeholders to form a collaborative team, which produced an accountability framework designed to enhance our current accountability mechanisms and measures. This framework has two major thrusts: the review and development of effective Board governance practices and inclusive community supports on behalf of persons with developmental disabilities.

Our Board is committed to the ongoing process of enhancing the way we support individuals with developmental disabilities and their families. As part of this commitment our goal is to ensure that an inclusive community-based sustainable support structure exists throughout the Northeast Region. Over the course of the coming year, we will be working within the strong partnerships we have built in the region. We will undertake a careful review of what changes need to be implemented, in order to attain inclusive, participatory citizenship — the outcome we desire for all individuals who receive support in Northeast Alberta.

Over the next year, we will continue with our work of developing community capacity and creating strong committed relationships with our municipal partners. We believe a total community approach is key to the important work the Board has identified in our Vision and Mission statements.

On a final note, I extend my sincere thanks to Carmela Levesque who is leaving the Board this year. Her committed service to the Board and her representation of the needs and interests of people in the eastern part of the region have contributed greatly to our work on behalf of individuals with developmental disabilities and their families.

In closing, congratulations to everyone — our individuals, families, staff, service providers and community partners throughout the region. Together we have achieved yet another successful year.

Don Schultz, Chair
PDD Northeast Region Community Board

PDD Northeast Region Board Members

Don Schultz, *Chair* (Barrhead)

Donna Desjardins, *Vice-chair* (St. Paul)

Colleen Marks (Legal)

Caren Mueller (Vimy)

Dr. Douglas Fleming (Westlock)

Glenn Hennig (Hilliard)

Floyd Thompson (Lac La Biche)

Ralph Gorrie (Vegreville)

Carmela Levesque (Bonnyville)

People Served

During the 2004 – 2005 year, a total of 538 individuals received services, ranging from 18 to 89 years of age. Of the individuals served, 368 were under 35 years of age and 43 were over 60 years of age.

Highlights

In 2004 – 2005, the Northeast Region Community Board continued the strategic directions it has maintained on a three-year planning cycle with input from all stakeholders. The five major strategic directions are outlined below.

Community Inclusion in Employment, Housing and Transportation

Addressing barriers related to community inclusion was approached this year through increased planning supports for individuals and families. A series of forums were held to develop a process for planning services acquired from service providers. In conjunction with the Alberta Association for Community Living (AACL), work was done to formulate life domains around which planning may be framed. AACL, along with families, provided input in the development of two multi-media resources for families — "Understanding your Funding Options" and "Person-centred Planning."

Work Force Stability

The second Annual Frontline Staff Conference was hosted by the Northeast Region Community Board and was enthusiastically supported by a cross section of staff from throughout the region.

Workforce development was also supported. Partnerships, such as the Professional Development committee and the Leadership Development series, were continued. This year saw a specific focus on elements related to complex needs, risk management, and becoming an "Employer of Choice."

Community Councils and Partnerships

Community Councils continue to play an important role in the Northeast region. In November 2004, Community Council co-chairs received the Communicators of the Year award from the Northeast Community Board at the 6th Annual Regional Conference held in Cold Lake.

The North Central Alberta Governance Agreement, which includes representation from 11 school boards, Child and Family Services Authority Region 7, Aspen Region 7 Health Authority, and ourselves, was implemented over the course of the year.

Our partnerships continue to develop positive directions for inclusive community supports. The Inclusive Libraries Initiative continues with the libraries branch of Alberta Community Development. Other initiatives exist with AACL and the Regional Family Voices Network, as well as with Athabasca University through the TechnAbilities Project and NorthEast Community Online (www.ne-community.com), and with the Lakeland Fetal Alcohol Spectrum Disorder (FASD) Committee.

This year also saw the development of an employment initiative for individuals with complex needs between the Ministry of Alberta Human Resources and Employment, Aspen Region Seven Health Authority (Mental Health Services) and the Northeast Board.

Accountability and Governance

This year a committed partnership group with regional and provincial participation completed a Regional Board Governance Review and Development Framework. The partners involved included service providers, the Alberta Association for Rehabilitation Centres, Provincial PDD Board, Ministry of Community Development, Office of the Chief Internal Auditor, and our Board.

The framework is designed to enhance and strengthen the governance capacity of boards throughout the region and will be available for implementation in 2005 – 06.

Community Capacity Building

Communities and their municipal governments continue to recognize their stake in community capacity.

This year, two projects highlighted the value of community capacity. The Inclusive Libraries Initiative continued with the provision of assistive technology to local public libraries and the development of resources to enhance the capability of libraries to serve all patrons, including those with disabilities.

Another noteworthy project is a small grants program which was initiated with two municipal partners in the St Paul area. The project, called "Small Sparks", is modeled on a similar program in the City of Seattle. It has provided opportunities for inclusive participatory events, and has also allowed individuals with developmental disabilities to take on leading and contributing roles within their communities.

Opportunities and Challenges

There will be continuing challenges to accommodate the growth for new supports in the Northeast, as well as to support desired life outcomes for individuals already receiving supports as they experience life changes. There will also be ongoing challenges to respond to the human resource needs of families and service providers, particularly wage issues.

The Northeast Region Community Board is pursuing the goal of attaining a long-term, community-based, sustainable service approach for adults with developmental disabilities. Successful, sustainable, community-based supports involve quality relationships, a skilled, knowledgeable and committed workforce, access to generic services, and opportunities for creativity and flexibility. The elements of this approach are best realized within a responsive community, operating with a long-term perspective on the provision of services. The ongoing pursuit of life outcomes for individuals has a focus on inclusion as the foundation for sustainability.

These opportunities and challenges must be addressed in cooperative partnerships with individuals, families and service providers. The broader community will also need to be fully engaged to understand and appreciate their role in ensuring that our communities are genuinely inclusive. We are committed to ensuring that the region not only supports this process, but also demonstrates the achievement of full citizenship for the individuals we support.

RECOGNITION PROFILE

Communicator of the Year award 2004

Recipients: Community Council Chairs and Co-chairs

The recipients of the Northeast Region Community Board Communicator of the Year Award for 2004 were the community council chairs and co-chairs in the Northeast region. These strong advocates communicate well about how individuals with disabilities make valued contributions to our society. They are also good partners who help develop strong partnerships and links to their communities on behalf of individuals and families.

Edmonton Region Community Board

Message from the Chair

It is with pleasure that I present the 2004 – 2005 Annual Report of the PDD Edmonton Region Community Board. 2004 was a very important year for PDD Edmonton. We focused on the people we serve as we strove to help them to achieve the lives they want. We saw the organization reaffirm its focus on people and community. We value our relationships with individuals, families, guardians and others. We considered their requests as opportunities to be responsive and creative.

We measured our progress toward helping people to live the lives they want against the expectations of those we serve and experienced improvement in our ability to attain these ideals within the changing and complex environment in which we work. We challenged ourselves and our partners to achieve high standards of supports and service. We valued diversity and were ever mindful of the need to treat the people we serve with honesty and respect.

We remained committed to financial accountability. We focused our energy on wise stewardship of resources and enhancing our processes to ensure that those we serve have the best possible prospects for living the lives they want.

Our Board membership changed significantly during the past 12 months. We bade farewell to Maria Seeber, Shantel Timmerman and Roy Skoreyko. We welcomed two new board interns, Elaine Ardis and Blaine Dalby. Our new members help to broaden the diversity of our Board and remind us of the vital job that lies before us.

We welcome our new Minister, the Honourable Yvonne Fritz, Seniors and Community Supports and wish her every success in this diverse and important portfolio.

I would like to acknowledge the contributions of individuals, families, guardians and others who journey with us in our quest. I would also like to thank our many partners including Voices for the Future; Self-advocates Making a Change, service providers, Strategic Planning Advisory Group, the Alberta Association for Community Living, the Gateway Association for Community Living, and the Alberta Association of Rehabilitation Centres, who provide guidance and leadership in the work that we do.

Finally, I especially thank the PDD Edmonton staff for their contributions to our success. They work hard for the individuals we serve as they face external challenges and internal transformation. I congratulate them on their fine work during the year. Together, we make PDD Edmonton work.

Don Risdon, Chair
PDD Edmonton Region Community Board

PDD Edmonton Region Community Board

Don Risdon, *Chair*
(Sherwood Park)

Peter Portlock (Edmonton)

Dennis Maltais (Edson)

Elaine Ardis, *Intern*
(Edmonton)

Jean Wilkinson, *Vice-chair*
(Edmonton)

John McGee (Edmonton)

Susan Moisey (Edmonton)

Ursula Stewart (Beaumont)

Blain Dalby, *Intern*
(Edmonton)

People Served

Between April 1, 2004 and March 31, 2005, PDD Edmonton provided supports and services to approximately 2,712 adults with developmental disabilities (hereinafter referred to as individuals) through individualized and agency funding.

Highlights

Community Capacity Building

The Community Capacity Building Initiative (CCBI) supported innovative ideas that created meaningful interaction between the community and individuals. Together, with our established and new partners, we are learning how to build communities where all members are accepted, celebrated, and where a disability does not constitute a barrier to a full, meaningful life. Some of the community building projects this year included:

- Supporting nine new community partners to seek out contributions from individuals that will increase the long-term ability of central Edmonton residents and organizations to be inclusive.
- The Philia project promotes the importance of all citizens to be involved in communities and recognizes that strong communities are those that take advantage of diversity.
- A partnership with the Sexual Assault Centre where individuals assist in developing the curriculum and resources used by the centre. Individuals with developmental disabilities constitute a segment of the population that has a higher rate of victimization.

Education

Creating educational opportunities is an important part of the work we do. One of the community-building projects during the past year was a partnership between the Alberta Association for Community Living (AACL), Northern Alberta Institute for Technology (NAIT), and PDD Edmonton, to create additional post-secondary educational opportunities for individuals. Building on the partnerships already in place with the University of Alberta and Grant MacEwan College, this partnership with NAIT created new opportunities for individuals to acquire a technical post-secondary education.

PDD Edmonton was also proud to be a partner in the Learning Community. The Learning Community is a group of individuals, families, and service providers who came together around their common interest in supporting people to have a full, meaningful life. The Learning Community sponsored a number of forums and events including speakers, workshops and a film night.

Employment

PDD Edmonton is one of the sponsors of the Rotary Employment Project. The result of this project is that 10 individuals acquired competitive employment. This project connected Rotary Club members with potential employees.

Service providers continued to impress us with their ability to be creative and innovative when supporting individuals to acquire and maintain competitive employment.

Assurance

The PDD Provincial Board supported the Auditor General recommendations. Eighteen service providers from the Edmonton region underwent a first round of audits to review compliance with provincial policy. Subsequently, all service providers completed a risk evaluation questionnaire. The results will be incorporated into the second round of provincial audits to assist both PDD Edmonton and service providers to improve accountability for public funds. PDD Edmonton implemented new guidelines in response to the Auditor General recommendations for monitoring and evaluation.

Complex Behaviours

A project team, consisting of families, service providers and PDD Edmonton, came together to support a comprehensive, person-centred approach for individuals with complex behaviours. The initial work included developing a list of recognized best practice standards for organizations that provide supports and services for individuals with complex behaviours.

PDD Edmonton partnered with Grant MacEwan College in the delivery of a "Proactive Strategies Course" to provide training for service provider staff working with people with challenging behaviours. Sixty-five people completed this course last year.

Family Focus Conference

Approximately 150 people attended this conference. The theme was "Anything is Possible." The event was organized in partnership with the following groups: the Alberta Association for Community Living, the Gateway Association for Community Living and PLAN Edmonton. People who attended had an opportunity to hear and learn about supported employment, community capacity building, social networks, and the Rotary Employment Partnership.

Support Networks in the Community

PDD Edmonton is part of an informal group known as the Aboriginal Inter-Agency Network. This group met as needed to share information on resources for the Aboriginal community. Groups that attended the information sessions were from the School for the Deaf, Adaptabilities, the Steadward Centre, Red Road Healing, Canadian Paraplegic Association, and the Metis Nation of Alberta.

Residential Support Services (RSS)

RSS provides high quality specialized supports to individuals with a broad range of service and support requirements.

RSS formalized a young mentorship program that provides students with opportunities to volunteer in a community setting with individuals.

During 2004, RSS developed a strategic planning process that included individuals, families, guardians, staff and other interested partners.

Opportunities and Challenges

Our partners assist in highlighting the opportunities and challenges for PDD Edmonton. The solutions to opportunities and challenges often lie with the ideas individuals, families, guardians, friends and others have about how to support individuals to live the lives they want.

Opportunities

Listening — Individuals and families are prepared to share what they need from supports and services. The service sector, including PDD Edmonton and service providers, is becoming more person-centred and creative in responding.

The service sector, including PDD Edmonton, had an opportunity to hear about different ways to provide supports and services. We encouraged leadership and creativity from ourselves and our partners.

"Living the Life I Want" — These words and the values and principles that underlie them move us to be more responsive to individuals.

"Striving for Excellence" — We are:

- Committed to personalized supports that build on an individual's abilities, interests, relationships and supports inclusion.
- Committed to using the National Quality Institute's "Canadian Criteria for the Public Sector" to support the organization to achieve excellence.
- Champions of person-centred approaches at the individual and system level and bringing these approaches to life.
- Learners alongside our "Family of Partners."

Challenges

- Support self-advocacy and advocacy.
- Take advantage of and build community capacity to welcome the gifts of all people.
- Influence larger systems such as Assured Income for the Severely Handicapped (AISH), housing, employment and post-secondary education.
- Financially reward the significant work of the community rehabilitation workforce.
- Based on recommendations from the Auditor General, improve assurance practices.
- Clarity around roles in relation to service delivery and assurance.
- Begin to dismantle the labels attached to individuals.
- Respond to the growing number of individuals who need and want PDD Edmonton supports and services.
- Realize the impact of technology and its applications for individuals and ourselves.

RECOGNITION PROFILE

Making Living the Life I Want Happen: Partnerships, Community Inclusion, and Post-secondary Education

Steven Bibby and his instructor.

Steven, a Culinary Arts Student at the Northern Alberta Institute of Technology (NAIT), is thrilled to be part of a dynamic, friendly, and helpful learning community. He and two other students with developmental disabilities are part of the inclusive post-secondary education initiative that began at NAIT in September 2005.

The opportunity for Steven and his fellow classmates to gain a post-secondary education arose as a result of a partnership among three community organizations: the Alberta Association for Community Living (AACL), NAIT and the PDD Edmonton Region Community Board. At the heart of this partnership is the belief that each person with developmental disabilities can and should Live the Life They Want — which may include a post-secondary education.

The NAIT experience provides the opportunity to develop friendships with peers, some that may last a lifetime. Being included in all aspects of a technical school campus, from learning to leisure, is a unique experience.

Vinod Varshney, Program Head of Culinary Arts, says: "We have seen Steven grow in confidence, skill and ability. Steven's efforts and attitude in class are inspiring to all of us."

With support from AACL, NAIT is leading the way in accommodating students with developmental disabilities. For example, students with developmental disabilities are accepted directly into the program to which they apply. Applicants are interviewed by the NAIT administrators for their potential program. Once a student is accepted, NAIT instructors help to identify other students who may be willing to provide support and assistance.

Dawn Kryger provides support for inclusion at NAIT. She says: "Inclusion in academic life is much more likely to be successful when the support comes from peers." This approach was developed in collaboration with NAIT instructors.

Tammy, who is a student in the Office and Records Administration Program, enjoys her experiences at NAIT. An instructor of Tammy's said: "Tammy has a strong work ethic and is an excellent listener. She always tries her best and will make a wonderful employee."

After completing some courses and gaining some practical experience at NAIT, Tammy works part-time with an international engineering firm, Morrison Hershfield Group Inc. The AACL Rotary Employment Partnership helped Tammy find this part-time position. Tammy's work helps her pay for her tuition while she continues at NAIT.

Inclusive post-secondary education is a new venture for NAIT. For many of its staff and students, this is the first time students with developmental disabilities have been fully included in NAIT classes and in campus life. NAIT is clearly showing that it has the ability and the capacity to include all students in its learning environment. NAIT has a long and proud history of innovation and creativity responding to students and the community. Together with its partners, NAIT is demonstrating leadership by supporting all students to be successful.

Central Region Community Board

Message from the Chair

I am very pleased to report on the results achieved under the governance authority of the PDD Central Region Community Board for the 2004 – 2005 year.

The results achieved are not the Board's alone. Actions of individuals, staff, and our many partners are essential and I acknowledge and appreciate their work.

A key measure of our overall performance is the degree of satisfaction expressed by families and guardians. Again this year, families reported high levels of overall satisfaction with the services received and the work undertaken to support their sons and daughters.

In addition to the success in delivering the important core services, we also progressed on several important initiatives.

We continued to see self-advocates being more active in a wide variety of projects and initiatives as well as in ongoing learning through conferences and workshops.

We provided funding to nine projects that focused on building personal connections and community capacity.

Person-centred approaches to planning were used more frequently and a research project to assess impact and develop further recommendations was completed.

The ***Looking Ahead*** project, which began in 2002 and focused on the future supports and services for individuals who live at Michener Services, shifted into the Moving Ahead phase. As part of this shift, recommendations for the future were presented to more than 600 people in 20 sessions, including the Provincial Board. A great deal of positive support for the recommended direction was generated and our Board is now looking forward to seeing the benefits for individuals being realized over the next three years.

During the year, we also extended our connections and partnerships with organizations such as the David Thompson Health Region and the Canadian Mental Health Association. The joint effort led to the development of a ***Protocol to Support Individuals with Dual Diagnosis***, which will guide service provision into the future.

In closing, let me encourage you to read through the remainder of our annual report. You will learn more about the many positive results achieved by individuals, families, staff, board members and our many partners, who have shown they ***'Care to Make a Difference'*** in the lives of individuals with developmental disabilities in Central Alberta.

Ron Crossley, Chair
Central Region Community Board

PDD Central Region Community Board Members

Ron Crossley, *Chair*
(Red Deer)

Ed Johnston (Water Valley)

Tina Flamond (Cold Lake)

Lorne Stuart (Red Deer)

Doris Kibermanis (Innisfail)

Pat Marshall, *Vice-chair*
(Springbrook)

Roger Will (Red Deer)

Beverly Schneider (Westerose)

Dawn Parent (Lacombe)

Tammy Debruyn, *Intern*
(Rocky Mountain House)

People Served

During 2004 – 2005, 1,840 individuals with developmental disabilities in Central Alberta received PDD funded services.

As of March 31, 2005, 367 individuals lived at Michener Services and Youngstown Home. This is down from 381 people who lived at Michener Services and Youngstown Home the previous year.

Supports and services are provided through a network of more than 40 community service providers located in, or near, the nine major communities in the region: Camrose, Drumheller, Lloydminster, Olds, Red Deer, Rocky Mountain House, Vermilion, Wainwright, and Wetaskiwin.

Highlights

- More than 86% of families and guardians reported overall satisfaction with PDD supports, services, and operations in Central Alberta. This is the highest level reported in Alberta.
- More than 250 individuals attended the Making Friends Self-advocacy Conference in June 2004.
- More than 120 people attended the Self-advocate Leadership Retreat in October.
- Individuals presented *My Life Workbook* mentor workshops throughout the region and in other areas of the province.
- Individuals participated in the conversion of documents into plain language.
- Individuals were involved in many community projects such as making breakfast for elementary school children, increasing awareness to reduce bullying, and increasing safety awareness.
- Opportunities for individuals with developmental disabilities to participate in post-secondary education increased. Fifteen people will now be able to attend Red Deer, Lakeland, Augustana, and Olds Colleges annually.
- The Board intern completed one year. This helped ensure that the voice of individuals receiving PDD supports was included in Board decision-making.
- Person-centred approaches to planning continued to be emphasized. Families and staff received ongoing training and a research project was completed, which will help in future actions.
- The Board's redesigned website (www.pdd.org/central) was launched in March 2005.
- Resources for families and others increased. The Only the Best Will Do and the Funding and Service Options Guides were completed and distributed.
- More than 30 individuals, family members and staff were supported to attend the Fall Institute.
- Several self-advocates were sponsored to attend the Self-advocacy Summit.
- More than 800 people attended workshops on Person-centred Approaches to Planning, Building Inclusive Neighborhoods and Communities, Criteria for Quality, Supporting Leaders, and others.
- Community Rehabilitation staff were supported through a 2% increase to the funding grid, implemented April 1, 2004. Funding was also provided to the Workforce 2010 project, which is aimed at strengthening the workforce involved in providing supports to individuals.
- Nine projects in five communities received more than $224,000 in funding under the Building Community Capacity initiative. Projects included community inclusion research, volunteer development, community awareness, and arts involvement.
- Work was completed on the ***Protocol to Support Individuals with a Dual Diagnosis***. This was done in partnership with the David Thompson Health Region and the Canadian Mental Health Association.

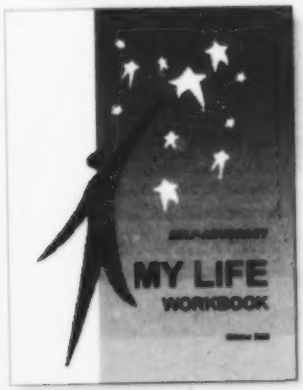
- Changes were made to program support, medical and nursing services at Michener. This represented an ongoing effort to respond to individuals' quality of life desires and changing needs.
- A Mental Health Aide training program to increase staff knowledge and skill in supporting individuals who have a dual diagnosis was established at Michener in partnership with NorQuest College.
- The ***Looking Ahead*** project in support of the people who live at Michener Services and Youngstown was completed. Implementation will begin in 2005 – 2006.
- Twenty-one individuals and three organizations were saluted as part of the Board's 2004 Community Recognition Awards.
- **Sandra Abma** was recognized as the ***Self-advocate of the Year*** and received the Doreen Befus Award.
- **Ed Ruff** of Wetaskiwin was recognized as the Volunteer of the Year and received the Gayle Moss Award. Mr. Ruff was recognized for his extensive volunteer involvement over the years and his quiet, steady, unwavering support of Horizons Centre and its commitment to quality service.
- ***Transfeeders*** of Olds received the Group of the Year award for their work in providing meaningful and well-paid employment for persons with developmental disabilities for over 13 years.
- The Central Region Community Board completed strategic planning work and adopted a revised Vision and Mission. The statements now provide an important and contemporary anchor for all actions.

Challenges and Opportunities

- Building additional community capacity: there is a significant challenge involved in working with communities to develop further opportunities for connection, relationship, and meaningful involvement with individuals and in ensuring that these are sustained.
- Person-centred approaches to planning: there is challenge in supporting individuals and families to take a person-centred approach to planning for individuals' preferred future and then implement the plan.
- Moving Ahead with Individuals and Families at Michener Services: there will be significant effort required to complete the extensive individual planning with individuals and the families/guardians of individuals living at Michener/Youngstown, consolidate supports and services to the south site of Michener, and establish the necessary partnerships associated with the consolidation.
- Workforce: attracting, recruiting, and retaining qualified, energetic and innovative staff members at all levels in the community service provider sector will continue to be a significant challenge into the foreseeable future.
- Governance effectiveness: implementing the Framework for Governance and Accountability will require considerable attention to incorporate the shared and community governance roles into day-to-day operations, measure progress toward the vision associated with the framework, and to operate with funding levels that are unlikely to continue to grow as they have in the past.

RECOGNITION PROFILE

My Life Workbook



A book doesn't have to be big, or use big words, to change the lives of people who read it.

The ***My Life Workbook*** is just such a book. It was developed by individuals with developmental disabilities in Central Alberta as a tool to evaluate their lives and the supports they have. The workbook provides a way of thinking about areas of each person's life by compressing the Creating Excellence Together (CET) standards into 24 pages of plain language.

David, a 49-year-old man supported at Michener Services, worked through the ***My Life Workbook*** with help from Bernadette Irwin, a social worker. He had never attempted anything like this in his life, but he worked through it and asked himself some important questions about his life.

As he worked through each page, David was eager to share his insights with others including his support staff. Lorne Hallett, coordinator of the home where David lives, says that David is now much more sure about what he wants to happen in his life, more apt to express his wishes, and is more self-assured about what he can do for himself.

Paulette Miller, program supervisor at Horizon's Centre in Wetaskiwin, says that a key to the success of the ***My Life Workbook*** has been the development of a roster of mentors. Mentors are individuals who have received training in the use of the workbook and then who work privately with other individuals.

During the past year, several mentors have begun training other self-advocates in other parts of the province. Debbie Schmidt and Catherine Crandall recently trained eight self-advocates in Peace River in how to be a mentor. Catherine and Bernadine Hanson have also led mentor training sessions in Calgary and Edmonton.

Francine Berube attended one of the training sessions in Edmonton and estimates she has now mentored about 60 people as part of her role as community liaison officer with ICE Enterprises in Edmonton. "I had to order more books as the ones I had are all gone," she said.

Jeremy Satnik, a community liaison officer in Calgary, expected another boring old lesson when he took the training, but indicated, "it was awesome."

"There are a lots of people who don't know about their skills. For one person I helped mentor, the ***My Life Workbook*** was key in helping the person go out and get a job," said Jeremy.

Bernadine and Catherine get a lot of satisfaction from their one-on-one work and from leading the training sessions. "It's made me feel that I've accomplished something," Bernadine says. Others have said that mentoring has boosted their confidence and self-esteem and helped them understand how capable they are of helping other people.

Paulette believes that "The **My *Life Workbook*** gets results because it is objective. When caregivers ask individuals if they like what is happening, individuals often give answers they know the staff would like to hear. The **My *Life Workbook*** gives individuals the opportunity to express exactly what the person wants to express."

"The process doesn't always end with a call for change. It's a tool that helps individuals understand where they are at and in some cases simply serves to confirm that a person may be perfectly happy with their life and don't need an action plan," says Paulette.

"The book is a good tool for staff too because they often realize, that as the third party, they can support more effectively by hearing objective answers. It teaches staff to take a step back and really hear what individuals are saying."

For David, the workbook helped him express a desire to attend a local church. Now, he never misses a Sunday service.

Maybe a book by itself cannot change a life, but it is clear that the **My *Life Workbook*** and the mentors who help other use it have been very important for many people in making their life what they want it to be.

(The **My *Life Workbook*** and the Roster of Mentors are available at www.pdd.org/central)

Calgary Region Community Board

Message from the Chair

The PDD Calgary Region Community Board is proud to present our results for the 2004 – 2005 Annual Report.

During the past year the Calgary Region has faced many challenges as we continue to meet the demands of a growing and aging population. Some key insights have arisen out of the need to meet these challenges:

- All people want input into the decisions that affect them
- Opportunities and challenges are best discovered when the strengths of community partners are engaged
- Community capacity is built on strength and integrity

Although these insights seem basic, they have become our guiding principles as we move toward creating an organization where we can work together with our community partners to support the needs of the individuals we serve.

During the past year, we have celebrated our accomplishments and strengthened our relationships as we faced significant challenges. We said farewell to Donna Vickery, our previous Chair, who dedicated seven years of volunteerism to our Board with her leadership and her efforts to involve everyone in the community and as a result, improve their quality of life.

We would also like to thank Mary Kay Russell, who served as CEO for the past seven years, for her dedication to including all individuals in community life as full citizens.

On behalf of our entire Board, I would also like to thank all of the stakeholders, families, guardians, service providers and PDD staff who have provided the feedback necessary to establish our priorities and fulfill our roles.

We look forward to further strengthening the relationships that have been built during the past year and to welcoming new partners as we continue to support adults with developmental disabilities in the Calgary Region.

Art Froehlich, Chair
PDD Calgary Region Community Board

Calgary Region Community Board

Calgary Region Community Board[8]

Art Froehlich, *Chair* (Calgary)

Richard Cochrane (Calgary)

Ken Larsen (Strathmore)

Lili Bunce (Calgary)

Kathleen Clarke (Calgary)

Alison Goebel (Calgary)

Barry McNamar (Calgary)

Jerry Muelaner (Turner Valley)

[8] Donna Vickery served as Chair of the PDD Calgary Board part way through the year.

People Served

The Calgary Region represents approximately 35% of the total provincial population. The City of Calgary represents 30% of the total provincial population.

The regional boundaries extend north beyond Crossfield, east of Strathmore almost to Bassano, south of High River to just beyond Cayley and west to the British Columbia border. Included within the boundaries are Municipal Districts 8, 44 and 31, Kananaskis Improvement District, Wheatland County and the City of Calgary. Major centres include Calgary, Airdrie, Strathmore, High River, Okotoks, Cochrane, Canmore, Banff and Lake Louise.

Net uptake (new applications minus closures) for the 2004 – 2005 fiscal year was 221. In 2004 – 2005 we served a total of 2,611 individuals with a budget of $114,510,000. Intake received 3,307 calls requesting information that resulted in 428 new applications. The average caseload per Client Service Coordinator was 138 and the average monthly caseload in 2004 – 2005 was 2,257.

Highlights

Calgary Region assisted individuals with developmental disabilities to exercise control over their lives through choice and responsibility.

- Cross-stakeholder meetings (self-advocates, parents, service providers, PDD staff) were held prior to each Board meeting. Each month a different group hosted a discussion of issues and a summary of these discussions was then shared with the Board.
- During August 2004, a cross stakeholder group met to review our Vision, Mission and Values statements and to revise it based on Second Centuries materials and feedback from self-advocates. The new Vision statement is:

  "Persons with developmental disabilities are full citizens."

  The new Mission statement is:

  "We support persons with developmental disabilities to be full citizens."
- Family members, self-advocates, and service provider representatives attended four sessions to discuss the Second Century Community documents with Russell Carr. Pictographs representing these conversations were developed and used as a foundation for discussion of the Business Plan.
- The Board sponsored 48 individuals to attend the Self-advocacy Summit in September 2004.

The Calgary Region PDD community and the community-at-large promoted the activities of individuals with developmental disabilities.

- The Calgary Region PDD community and the community-at-large promoted the activities of individuals with developmental disabilities. The website attracted an average of 1,200 visitors per month and continues to provide new information about the work of Calgary Region PDD with a slide presentation and an electronic eligibility form.
- In support of Community Living Awareness Month (October), the City of Calgary declared October 15, 2004 as the third annual "PDD Day." The Calgary Region PDD transit advertising campaign was also launched to celebrate "PDD Day" and ran on 130 Calgary transit buses and LRT trains.
- The successes of individuals with developmental disabilities appeared often in both newspapers and broadcast media.
- In November, 450 guests from the Calgary Region PDD community displayed and celebrated their accomplishments at the second annual cross-stakeholder community celebration.
- The annual Calgary School Resource Fair 2005 engaged 400 stakeholders and 38 community partners. Posters for the event were placed in Calgary Region Community Centres and articles ran in all community newsletters.
- The Board funded 10 Community Capacity Initiatives to include individuals with developmental disabilities as full citizens in the community. This included a project with Family Voices and the Alberta Association of Rehabilitation Centres (AARC) to create rural family support groups to provide networking, training and skill development.

- The Board also jointly sponsored a project with the Alberta Association for Supported Employment and the Alberta Association of Rehabilitation Centres for two workshops for employment specialists and service providers. The focus was new approaches to assisting individuals with developmental disabilities to meet the realities of the job market.

The Calgary Region worked to increase the degree to which services and supports were more accessible within recognized budget limitations during 2004 – 2005:

- PDD Graduated Supports received a Premier's Award of Excellence and certification with CET standards.
- The Board implemented standardized budget templates in Individualized Funding for a majority of service providers in the Calgary Region. This project resulted in standardized funding formulas and rates for service providers and has increased portability of services in the Calgary Region for the approximately 1,800 individuals with Individualized Funding agreements.
- We also developed a model for individual service planning and the collection of information on outcomes in collaboration with internal and external stakeholders resulting in increased accountability for both the expenditure of funds and outcomes related to the delivery of services and supports with developmental disabilities. Training on the Individual Service Plan began in March with projected implementation scheduled for May 2005.
- The region also expanded out-of-home respite services to accommodate the growing need in the Calgary Region.
- The Board continued discussions with the Calgary Health Region – Mental Health to develop a framework for the provision of shared supports such as hospital services, clinical supports and a partnership for ongoing supports to individuals with both developmental and psychiatric disabilities.
- Staff also developed partnerships and explored options with Home Care, Supportive Living and Children's Services to examine more effective and efficient ways to develop and manage services for individuals with complex needs.
- We also developed a partnership with the Brain Injury Strategy through the Community Supports component of Seniors and Community Supports and the Calgary Health Region.

Opportunities and Challenges

During the past four years, Calgary Region PDD continued to address five major issues identified by our community:

- Funding issues.
- Development of a responsive and effective support system.
- Issues that are outside of the mandate of PDD funding.
- Community collaboration and communication.
- Building community capacity by improving awareness.

We addressed these issues in the following ways:

- We continued to advocate for a provincial PDD funding approach that will better reflect the significant population growth in the Calgary Region.
- We implemented an Individual Service Plan as we move toward an outcomes-driven funding approach.
- We invited our community stakeholders to pre-Board meetings, cross-stakeholder group meetings and community consultations, which increased our connections with our stakeholders and community partners.

- We involved our stakeholders in our communications planning as we worked together to raise awareness of the opportunities for persons with developmental disabilities.
- We began to collaborate with key partners in other government programs that will further enhance the community support system for individuals with developmental disabilities.

RECOGNITION PROFILE

Graduated Supports wins Silver Award

Gianna Bloomer, Executive Director, Graduated Supports and Cindy Renwick, Manager, Graduated Supports with Premier Ralph Klein

"Have a good day" is a way of life for the individuals with intellectual and physical disabilities who enjoy the best quality of life at Graduated Supports. Operated by the PDD Calgary Region Community Board, the program, which is located in southwest Calgary, offers 12 homes and daytime alternatives for residents.

In 2004, the efforts of the management and staff were recognized with a Premiers Award of Excellence Silver Medal for Government of Alberta programs that demonstrate superior client service and business practices.

Premier Ralph Klein presented the award at the recognition ceremony. "Each team being recognized with an award deserves praise and strongly represents the wonderful work that goes on throughout the public service every day, in each and every ministry," said Premier Klein. "I have been presenting these awards for 10 years and the quality of work that comes out the public service never ceases to amaze me." The Award was accepted by Gianna Bloomer, Executive Director, Cindy Renwick, Manager, and Marlene Rybicki, frontline employee of Graduated Supports, who prepared the submission with input from 80 other Graduated Supports staff.

"Graduated Supports has continually improved since 1998 when we became part the PDD Calgary Region Community Board. We worked hard to provide a quality of life in a positive, social environment," said Gianna Bloomer.

The group received the award for continuous improvements in their service. Individual augmentative communication device training and Occupational Health and Safety programs were both commended in the final report.

In the past five years, Graduated Supports restructured operations to accommodate aging and health factors, relocated 14 individuals to more appropriate residential placements and merged three government operations: Scenic Bow/Legion, Parkmont Achievement Centre and Bow Park Court into one entity. "Graduated Supports was transformed because employees were empowered to be actively included in the organizational development," said Cindy Renwick, Manager, Graduated Supports. The results were amazing for both the staff and the participants who experienced an increase in their community activities, communication programs and involvement with their families.

South Region Community Board

Message from the Chair

Now in its 7th year, the PDD South Region Community Board continues the challenge of making community governance a shared responsibility. We added five new members to our Board at the start of this past year and our new members lost no time immersing themselves in the world of PDD. With the organizational changes in effect for our staff, Board members also reviewed and revised their role to be more involved in community liaisons and relationships with our primary partners represented through regional organizations that include the South Region Self-advocacy Network, Family Voices and the South Region Joint Planning Group. Each of these groups is represented and is a participant at the PDD South Board meetings. We see community governance as: *"the process of communities themselves deliberating on, determining and pursuing their preferred future"* and our Board and staff roles being to further that ideal.

In November 2004, we adopted a revised operating structure along with new roles for our staff. In keeping with our vision of people with developmental disabilities having the same opportunities, dreams and ambitions as any other Albertan, we focused on three areas that we considered critical to the future role of PDD:

- Assurance: that individuals are getting what they need and want.
- Community Connections: helping to open doors in the community for people with developmental disabilities.
- Finance: accountability for how funds are expended and accounted for.

The 3rd Annual Conference coordinated by the South Region Self-advocacy Network (SRSAN), in October 2004 was tinged with sadness. The chairperson of SRSAN, Clarence Marsh, had died tragically in a house fire that also claimed the life of his brother Jim just a month before the conference. Both brothers were well known and respected in their community. In memory of Clarence, SRSAN has created an award to recognize the contributions of individuals or community people to the lives of people with developmental disabilities.

This past year also saw the development of a closer relationship between the PDD South Region Community Board and Southwest Child and Family Services through the creation of a shared staff position. The goal in this initiative is not only to foster a stronger working relationship between both organizations but also to work together in helping to ensure children with developmental disabilities receive the supports they need to sustain them through childhood and into adulthood.

We are grateful for the support we have received from the many people that are part of our community. Helping to create inclusive communities is helping to nurture the society we live in; it gives hope to our dreams and it adds to the quality of life that we all strive for.

Sharon Rowntree, Chair
PDD South Region Community Board

PDD South Region Community Board

Sharon Rowntree, *Chair*
(Lethbridge)

Joanna Lee Godfrey (Duchess)

Constance Cook (Lethbridge)

Sylvain Bellefeuille (Medicine Hat)

Helen Bekkering (Lethbridge)

Lorne Abells (Lethbridge)

Ken Dickie (Pincher Creek)

John Deys (Lethbridge)

Bryce Cahoon (Cardston)

People Served

The PDD South Region covers the area from the B.C. border to the Saskatchewan border and from the U.S. border north to Nanton in the west and Bassano in the east. In 2004 – 2005 the Board provided supports to 1,110 adults who received services from 28 urban and rural service providers. The South Region Board budget for the year was $30,947 million.

Highlights 2004 – 2005

Partnership agreements with Alberta Mental Health (Lethbridge and Medicine Hat) and Southwest Child and Family Services.

Development of a regional report "A Vision for all, Supporting Individuals with Complex Needs in the Community."

PDD South's "Accountability Framework" that highlighted the region's emphasis on supports and services to promote independence, and the recognition and rights of people with developmental disabilities.

Reflecting a more inclusive and community governance focus, the Board encouraged representatives from: South Region Joint Planning Group; South Regional Self-advocacy Network (SRSAN); Family Voices (Lethbridge Association for Community Living) to attend and participate in meetings of the PDD South Region Community Board.

Meetings between PDD Board members and senior staff and community service agencies in the region to discuss the changing role of PDD South and the focus on inclusion and enhanced quality of life outcomes for people who receive funding supports through PDD. In all, Board and staff met with more than 450 community agency staff and board members, families, public and guardians and adults with developmental disabilities.

The PDD South Board created a Board Liaison Committee to promote increased opportunities for adults with developmental disabilities to be included within the community. This entails building relationships with other organizations including: health authorities; child and family services authorities; municipalities; community colleges and the university.

Future Opportunities:

Supporting individuals with developmental disabilities to speak on their own behalf and on behalf of others.

Developing governance agreements between PDD and regional health authorities, Alberta Children's Services authorities, Alberta Education, municipalities, Advanced Education, community agencies, family advocacy networks, self-advocacy networks, and other organizations.

Supporting First Nation communities to develop services on reserve.

Partnering with business and community groups to promote awareness and acceptance of people with developmental disabilities.

Future Challenges:

Shifting from a needs-based approach of funding supports to one that builds on and recognizes individual strengths and abilities.

Working with other organizations to help address supports for those people that do not meet PDD's mandate.

Shifting community perception that persons with developmental disabilities require a segregated service system to understanding that they can participate and access the community resources available to all citizens.

RECOGNITION PROFILE

Taking the "Change Challenge to Realize Our Vision of Inclusive Communities"

Provincially, PDD is working on ways to improve how supports are provided to adults with developmental disabilities in an effort to better realize the vision for all people to live and participate in their communities as full citizens. As the main funding organization for community-based supports for adults with developmental disabilities in our region, PDD South is committed to this vision and plays a major role in promoting, facilitating and assuring community inclusion. PDD South is one of many avenues available to help people with developmental disabilities realize their dreams and reach their full potential.

The PDD South Board has been working on making these improvements for some time. A new organizational structure was unveiled in the fall of 2004 that moved us from a case management system to one with standardized monitoring and increased community development. These changes mean our operation focuses on three key services that PDD South provides:

- **Agency Services:** Through a standardized monitoring approach, PDD staff work with individuals with developmental disabilities, their families/guardians and agency staff to ensure the supports individuals receive provide them with the opportunity to participate and live as full citizens in their communities.
- **Community Services:** For PDD South staff, this includes responsibilities around determining eligibility and opening new doors for people with developmental disabilities to better enable them to be full members of their community. PDD staff, through their involvement and connections in communities across the region, work to build capacity in communities and confidence in individuals with developmental disabilities, their families/guardians and service agencies to ensure this vision is fulfilled.
- **Financial and Administration Services:** This includes contract management, financial analysis, reporting and monitoring, as well as PDD administrative services, which go hand-in-hand with our relationships with individuals and agencies.

What do these changes mean for people in our region?

The recognition that a person's life should not be solely defined by services and systems is the foundation of these changes. Our staff has specific responsibilities associated with PDD's three core functions, which are assurance, community development and funding. Staff are assuming a larger leadership role in promoting full citizenship for adults with developmental disabilities.

Using a collaborative approach, PDD staff will meet and talk with individuals with developmental disabilities, families/guardians and agency staff to ensure that PDD funding is creating the outcomes implicit in the region's five funding criteria:

- *What are the supports being offered and how will they promote, maintain or increase independence?*
- *How are individuals made aware of community resources that will assist them or that they may want to participate in?*
- *How are the individuals supported to choose resources and access them?*
- *How do supports build on an individual's abilities and interests?*
- *How do supports assist individuals in maintaining and building new relationships with family, friends and other community members?*

Also in the area of funding, accountability measures around how funds are spent are under development and will be monitored by the financial services staff trained and qualified in financial monitoring. In addition, financial services staff will be responsible for advancing funds to individuals, families and agencies. Funding processes will be transparent, portable and less complex so that individuals with developmental disabilities, families/guardians and agencies will have better access to supports.

PDD South is committed to ensuring we are aligned with the vision outlined in our legislation:

- The people of Alberta honour and respect the dignity and equal worth of adults with developmental disabilities.
- It is important that adults with developmental disabilities have opportunities to exercise self-determination and to be fully included in community life.
- The individual needs of adults with developmental disabilities are most effectively met through the provision of services that are based on equitable opportunity, funding and access to resources; and
- The Government of Alberta recognizes, values and supports the ability of communities to respond to the needs of adults with developmental disabilities.

At PDD South, we value our working relationships with our partners and understand that changes to our organizational structure or delivery of supports need to be approached on a consultative basis. Through collaboration and learning from each other, our communities ultimately become more open and welcoming to all citizens.

South PDD staff —
Back row: Pam Williams, Janet Rosentreter, Kathie Carlson, Leigh Bremner, Wendy Coleman, Maureen Horvath, James Smith

Middle row: Merle Linden, Shirley Warren, Nancy Morris, Nina Johnson, Jan Smith, Dana Carew

Front row: Charlene Haley, Brenda Kuryluk, Edna L'Heureux, Beatrice Ghettuba

Persons with Developmental Disabilities Regions

dream
educate
live
learn
share
independance
work
family
community
grow
Persons with Developmental Disabilities
Alberta Provincial Board
The Best Parts of Last Year in PDD
Plain Language
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volunteer
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Foreword

The following is a summary of highlights from the 2004 – 2005 PDD Annual Report that have been translated by a number of individuals with developmental disabilities throughout the province. The translators have offered language better understood by persons with developmental disabilities, also described as adults who have a hard time to learn.

People Helped to Make This Book

A lot of people helped to make this book.

PDD Alberta says thank you to the people who helped.

The people who helped were:

Tannis Jeffry
Rick Lynch
Jackie McCallum
Bob Doherty
Juanita Prins
Janet Pringle
Jeanette Coombe
L.J. MacDonald
Lorraine Luterbach
David Saltvold
Shirley Clayton
Sandra Abma
David Brøderson
Terrie Hauck
Jesse Sawyer
Judy Coe

What is this book about?

If you read this book, you can learn about the Persons with Developmental Disabilities boards (PDD).

This book is about some of the good work PDD did last year.

We wrote this book in plain language.

(Language sounds like **lang**-wij)

Plain language makes it is easier to understand. We think plain language is important.

That way everyone can understand our work.

Who is Yvonne Fritz?

Yvonne Fritz is the Minister of Seniors and Community Supports.

Seniors and Community Supports is a part of the Alberta government.

Minister Yvonne works hard with the people in government. They work to make lives better for people who live in Alberta.

Minister Yvonne knows that each person is different.

She believes that everyone has the same rights.
(Rights sounds like bites.)

Minister Fritz runs the part of government that takes care of PDD.

Minister Yvonne looks after PDD.

- She picks how much money PDD has.
- She picks board members for PDD.
- She tells the Alberta PDD Board what the government wants done.

Leslie Almond and Minister Yvonne

Who is Betty Thompson?

Betty Thompson is the chairperson of the Alberta PDD Board.

This means she runs board meetings for Alberta PDD.

Minister Yvonne tells Betty how the government wants PDD to work.

Betty works with others on the board and Garry Donald.

They pick the ways that PDD works.

Betty makes sure PDD works well for adults who have a hard time to learn.

She believes that everyone should live a good life.

Garry Donald and Betty Thompson.

Who is Garry Donald?

Garry Donald is the Chief Executive Officer of Alberta PDD.

This means he is the boss of Alberta PDD's staff.

Gary works with Betty Thompson and others on the Alberta PDD Board.

He does what the Alberta PDD Board says.

Garry tells Alberta PDD's staff what to do.

He tells what work the board wants them to do.

This work helps adults who have a hard time to learn.

It helps them to have good lives.

Who Is On The Alberta PDD Board?

People who work together and make choices are called boards. Alberta PDD board members come from all over Alberta. Here is what they look like:

Betty Thompson,
Chairperson, Calgary

Blair Lundy,
Vice-chairperson, Leduc

Paul Renfree,
Northwest PDD, Grande Prairie

Don Schultz,
Northeast PDD, Barrhead

Don Risdon,
Edmonton PDD, Sherwood Park

Ron Crossely,
Central PDD, Red Deer

Art Froehlich,
Calgary PDD, Calgary

Sharon Rowntree,
South PDD, Lethbridge

Norma Berg,
Brooks

Donna Desjardins,
St. Paul

Jim Johnson,
Edmonton

Gordon Pearce,
Calgary

Donald Saunderson,
Medicine Hat

Frank Schoenberger,
Calahoo

Barbara Stewart,
Edmonton

What Did Alberta PDD Do?

Alberta PDD helps people in the community to respect and include adults who have a hard time to learn.

- ✓ We planned how to help adults who have a hard time to learn.
- ✓ We made rules about supports and services.
- ✓ We gave money to the PDD Community Boards.

The Best Parts of Last Year in PDD Alberta

People speak up for them-selves

PDD helped people to have the Self-advocacy Summit.

People met in Edmonton for the Self-advocacy Summit.

They talked about things that are important to them.

They talked about:

- How to get more money from AISH.
- The problems they have to get rides.
- To get a good place to live is hard.
- Their family and friends.
- The need to speak up for them-selves.
- Why they need to vote for people in the government wh. will help them with their problems.

Jessie Alook, Roy Skoreyko at the Self-advocacy Summit

Rose Ann Kirkke speaking at the Self-advocacy Summit

Brian Fjeldheim, Leslie Almond, Michelle Arklie at the Self-advocacy Summit

Plain Language

PDD Alberta put some papers in plain language.

People find plain language easy to read.

People help to put papers in plain language.

They tell what words are hard to read.

Then they find better words to use.

They helped with papers like:

- Stay safe — "I Feel Good About Me!"
- How to buy and keep your own home.
- How to get money for PDD services.
- Parts of the PDD Annual Report.
- PDD Business Plans.
- Self-advocacy Summit Report.
- PDD Community Research Reports.

Tammy Jeffrey and Lorraine Luterbach working as plain language translators.

Awards

PDD Alberta gave Norm McLeod Awards to Roy Skoreyko, Eyla Rodgers and Muriel Rieger.

They got the awards because they spoke up and helped other people with disabilities.

Betty Thompson, Roy Skoreyko, Eyla Rogers, Muriel Rieger, Norm McLeod at the 2004 Norm McLeod Awards

PDD Community Boards

People who work together at PDD and make choices are called boards.
PDD Alberta has 6 Community PDD boards.

The board members speak for towns and cities all over Alberta.
They are called:

The Northwest Region Community Board

The Northeast Region Community Board

The Edmonton Region Community Board

The Central Region Community Board

The Calgary Region Community Board

The South Region Community Board

This is what they do for those who have a hard time to learn:

- ✓ They work with communities. They help communities to respect and include people.
- ✓ They help adults and their families. They help adults get services in the community.
- ✓ They give money to the service provider agencies. The agencies then help those who have a hard time to learn.

Northwest PDD Community Board

Paul Renfrew is the chairperson of the Northwest PDD Board.

Paul Renfrew

The Best Parts of Last Year

In April, the Northwest Board had a party to celebrate and hand out awards.

It was the 6th time they had this party.

Many people with disabilities got an award.

They got an award because they do good work.

Wilf Carby receives his Northwest PDD 2005 Person of the Year Award from Grande Prairie — Smoky MLA Mel Knight and Northwest PDD Board Member Karen Eggo.

Northwest PDD 2005 Person of the Year Award winner Amanda Grimm-Novosel receives her award from former Northwest PDD Board member Dolly McArthur.

The Northwest Regional Advisory Committee has a new name.

It is now the Northwest Advocates in Action.

The members made a picture that tells about their group.

Some of the members of the Northwest Advocates in Action. (l to r) Ann Bettenson, Doug Edey, Danielle Sherk, Paulette McGinnis, Jeremy Thiessen, John Goede.

In September, 25 self-advocates from the Northwest went to the first Self-advocacy Summit in Edmonton.
People with a business gave them money to go to Edmonton.

The PDD Northwest Board gave money to 13 groups in the community.
The groups use the money to do projects.

The projects help people with disabilities in their town.

In Peace River the money helped to get a bus for people to ride.

Peace River Transit and passengers

Some self-advocates took a class from Leadership Today.

The class helps them to do a better job.

The PDD Northwest Board in Grande Prairie has a new office.

It is not so hard to get there now.

Celebrating the Grande Opening of the PDD Northwest Alberta Community Board's new Grande Prairie office. Left to Right: Northwest PDD Coordinator Karen Martin, Northwest PDD Board Chair Paul Renfrew, Andy Hiron, Doug Edey, Executive Director of the Accredited Supportive Living Society Shannon Websdale, Rachel Rowson, Monica Rowson, PDD Alberta Provincial Board Chair Betty Thompson, Northwest PDD Coordinator Arvilla Sloan.

Northeast PDD Community Board

Don Schultz is the chairperson of the Northeast PDD Board.

Don Schultz

The Best Parts of Last Year

Last year, people who get services from PDD, helped the Northeast Community Board to make plans.

Help People Live in the Community

Northeast PDD made 2 CDs for people who need services.

One is called "Understanding your Funding Options".

The other is called "Person-centered Planning."

The CD tells families and people how to pick the services they need.

Award

A community council [kow-n-sil] is a group of people from the community.

They choose what it is best in their community.

In the Northeast are people who help to make things better for people who get services from PDD.

They work in the community councils.

Northeast PDD thanked the community councils for their good work.

They got an award from the Northeast PDD.

Northeast PDD Community Council Chairs got the 2005 Communicators of the Year Award
Back Row: Henry Wirenga, Audrey McFarlane, Jamie Lafantasie, Janis Kristensen, Rose Anne Kriikke, Christine McGinnis, Linda Dwyer, Gladys Bingham
Front Row: Garrett Mytrash, Steve Hrachy, Christine Cassie, Lucie Jean, Lawrence Noel.

Libraries [Li-beh-rees]

Northeast PDD worked to make libraries better for people with disabilities.

Staff of the library are happy to have all people come to the library.

They help people to use the computers in the library.

They help the people find the books and videos [vi-de-o-s] they want.

St. Paul has people who are leaders

In St. Paul, people who get services from PDD helped with some parties in their town.

They were leaders and volunteers.

Don Schultz congratulates Randy Jacobsen.

PDD Edmonton Community Board

Don Risdon is the chairperson of the PDD Edmonton Board.

Don Risdon

The Best Parts of Last Year

Community Projects

PDD Edmonton works with many groups in the community.

We want adults with developmental disabilities to be part of the community.

We want people to value adults with developmental disabilities.

People with developmental disabilities help the community groups.

They talk to the community groups.

They say how they can be part of the community.

Jobs

The Rotary Employment Project helped 10 people to find a job.

The people get money for their work.

Education

- AACL is the Alberta Association for Community Living.
- AACL helps people with developmental disabilities to live in the community.
- NAIT is a school where adults learn a skill.
- A skill is something that you can do.

PDD Edmonton and AACL did help adults with developmental disabilities to go to school.

The adults went to NAIT to learn a skill.

To know a skill helps to get a job.

Stephen Bibby and his NAIT instructor

The Learning Community gave us money.

We used the money to learn more about things.

People came to talk to us.

We also had workshops and a film night.

Family Focus Conference

About 150 people went to this meeting.

The name of the meeting was "Anything is Possible."

People at this meeting learned about jobs.

They did think of ways to meet new people in the community.

Clay, Evadene and Sandra Shipclark at the Family Focus Conference.

Groups that help each other in the Community

PDD Edmonton works with some other groups.

The groups want to help Aboriginal [A-bow-rich-ih-nal] people.

They think of ways to help Aboriginal people.

RSS means Residential and Support Services.

RSS has homes where people with disabilities live.

RSS staff help people with their needs.

- People who need a lot of help with their lives get help from RSS.
  RSS wants to do even better.
- RSS has a volunteer program.
  The volunteers are young adults from the community.
  The volunteers work with people who live at RSS homes.
  Together they do things in the community.
  Such as go to a movie or shop.

Central PDD Community Board

Ron Crossely is the chairperson of the PDD Central Board.

Ron Crossely

Important Information

- More than 86% of the families and guardians who filled out PDD questions last year were happy with the help and information they have. This is the highest number in Alberta.
- 250 people went to the Making Friends Self-advocacy conference in June 2004.
- 120 people went to the Self-advocate Leadership Retreat in October 2004.

2004 Leadership Retreat

- My Life Workbook mentors (teachers) taught other people to be mentors in Central Alberta and in other parts of Alberta.

Harvie Toews works in his My Life Workbook.

- Self-advocates change papers into plain language
- Self-advocates took on community projects like:
  - making breakfasts for school children,
  - letting people know more about bullying and how to stop it,
  - letting people know how to be safer.
- More people have the chance to go to college in Red Deer, Lakeland, Augustana, and Olds colleges. 15 people had the chance to go to college or university.

Central Region translators Rick Lynch, David Saltvold and L.J. MacDonald. Seated: Jackie McCallum and Terrie Hauck.

Missing from the photo: Shirley Clayton, Bob Doherty, Sandra Abma, Jesse Sawyer and Juanita Prins.

- The Self-advocate on the PDD Central Board is Sandra Abna. She has been on the board for 1 year. Sandra is there to make sure that people who get help from PDD take part in the decisions that are made.
- Person-centered planning and the different ways it can be done are very important. Families and staff still get help. An information project will help self-advocates and the other people who do person-centered planning.
- There are more supplies and information for families and people with developmental disabilities. 2 workbooks called "Only The Best Will Do" and "Funding and Service Options" were finished and handed out.

- Changes were made at Michener in the medical, nursing and program supports to make sure that people living at Michener have the best quality of life possible and that they get what they need.

Bradley Phillips is the best photographer for the Michener Newsletter.

- More than 30 self-advocates, family members, and staff got help to go to the Fall Institute.
- There were some self-advocates that got help to go to the Self-advocacy Summit.
- More than 800 people went to these workshops:
  - Person-centered Planning
  - Building Inclusive Neighbourhoods and Communities
  - Criteria for Quality
  - Supporting Leaders
  - Other workshops
- The PDD Central Board honoured 21 people and 3 organizations at their 2004 Community Recognition Awards.
  - Sandra Abma was the Self-advocate of the Year and was given the Doreen Befus award.
  - Ed Ruff of Wetaskiwin was the Volunteer of the Year and was given the Gayle Moss award. He got the award because he volunteered a lot over the years and stood up for Horizons Centre.
  - Transfeeders of Olds got the Group of the Year award because they gave important jobs with good pay to people with developmental disabilities in the past 13 years.
- Plain Language done by Central Alberta Self-advocates.

Calgary Region PDD

Art Froehlich is the chairperson of the PDD Calgary Board.

Art Froehlich

The Best Parts of Last Year

PDD Helps People who Need Services to Pick What They Want

People who need services came to meetings with PDD staff. They told staff what they want to do in the community. They want to live and work there. They want to be part of the community.

People who need services tell what they want to do in the community.

They use pictures to help them tell. They made plans for the next 3 years.

48 People went to a conference. They learned how to ask for what they need. This will help them to be part of the community.

PDD helped people who need services to get paid jobs.

We Told Everyone About People who Need Services

PDD put ads on 140 busses and C- trains. The ads show the PDD website. The website talks about the services that Calgary PDD has.

October 15th is PDD Day in Calgary.

On PDD Day people in Calgary can learn about persons who need services. This was the 3rd year in a row.

PDD put an ad in newspapers.

The ad talks about PDD Day and the PDD website.

PDD made stories about people who need services.

The stories were put in newspapers in and around Calgary.

PDD helped some people who need services to talk on the radio and TV. They talked about how they live, work and have fun in the community.

The Calgary PDD sent information to all the libraries.

The information tells what services PDD has.

PDD is proud of what people who need services do in the community.

They had a party for them. There were 450 people at the party.

Christina Stebanak and Murray Crosby, Masters of Ceremonies at Celebration 2005

PDD Had A Resource Fair

PDD asked teens with special needs to come to a Resource Fair.

At the fair, they learn what will happen after high school is over.

Pam McGladdery and Athena Palzoni at the Calgary Region Resource Fair.

We Looked for New Ways to Help People who Need Services.

Calgary PDD staff got an award from Premier Klein.

The staff did a good job.

They did find new ways to help people who need services.

Gianna Bloomer, Executive Director, Graduated Supports and Cindy Renwick, Manager, Graduated Supports with Premier Ralph Klein

South PDD Community Board

Sharon Rowntree is the chairperson of the PDD South Board.

Sharon Rowntree

What happened in 2004 – 2005

We worked with staff at Alberta Mental Health and Child and Family Services.

We made our local report "Our Plan: Support for Individuals who need many services."

PDD South made an Accountability Framework. This paper says it is important for services to help people do things on their own.

And it told people about the ways they could make sure things in their lives were fair.

The board told people it would be good for members of the groups listed above to come to meetings of the PDD South Alberta Board.

Then they could find out what the board planned to do and they could speak up too.

- South Region Joint Planning Group
- South Region Self-advocacy Network (SRSAN)
- Family Voices (Lethbridge Association for Community Living

PDD Board members, PDD staff and community groups met to talk about ways PDD will change in the south region.

PDD will look at how people can all work together to make life better for people who get services from PDD.

Board and staff met with more than 450 people from agencies, families, the public, guardians and people with disabilities.

The PDD South Board came up with a new committee, called the Bring People Together Committee, to find more ways for people with disabilities to be part of their communities. This means they will get to know more about services and ways these services can help them, like:

- Health Services
- Child and Family Services
- Other parts of southern Alberta
- Community colleges and the university

South PDD staff —
Back row: Pam Williams, Janet Rosentreter, Kathie Carlson, Leigh Bremner, Wendy Coleman, Maureen Horvath, James Smith
Middle row: Merle Linden, Shirley Warren, Nancy Morris, Nina Johnson, Jan Smith, Dana Carew
Front row: Charlene Haley, Brenda Kuryluk, Edna L'Heureux, Beatrice Ghettuba